

## EXPERIENCE

### **Patsy T. Mink Center for Business & Leadership, YWCA O`ahu – Honolulu, HI**

Director, 10/01/2019 - Current

#### Strategic Leadership

- Responsible for sustaining MCBL.
- Strategize with the MCBL Advisory Board to establish goals, objectives, and general policies for the CBL.
- Work with the Advisory Board to design and plan the activities in accordance with the mission MCBL, as well as carry out the general policies as set forth by the YWCA Board.
- Work within the context of the YWCA of Oahu, consistent with its mission and policies.
- Be the public “face” of MCBL; bring awareness about it to the community.

#### Fiscal Management/Fund Development

- Work with Advisory Board to develop fundraising strategy to start-up and sustain the goals, objectives and activities of MCBL, including SBA start-up funding and other community funding, as necessary.
- Fulfill all SBA and other reporting requirements for grants received.
- Ensure that SBA in-kind and matching fund requirements for the SBA Women’s Business Center program are met.
- Supervise the preparation of grant applications or sponsorship proposals beyond the SBA.
- Prepare and monitor MCBL budget throughout the year.
- Provide regular updates on fiscal operational matters for Advisory Board for review, comment, and approval.

#### Operations

- Provide quality programs for clients of the MCBL.
- Ensure that programs and operations are compliant with the SBA Women’s Business Center program, which is the primary funding source for the start-up period.
- Hire, contract, and manage personnel, including staff, consultants and volunteers. Conduct performance reviews of all personnel.
- Plan, coordinate and supervise all aspects of program development, working closely with appropriate staff and partners. Manage the overall aspects of program implementation. Oversee programming, much of which will occur evenings and weekends.
- Establish systems for tracking program data related to client participation, program activities and other outcomes/indicators of success.

#### Collaboration

- Work with the YWCA of Oahu to incorporate its existing and future programs and training that are consistent with the mission of the Center for Business Leadership.

- Establish partnerships with other training providers to create economies of scale and reach wider potential audiences.
- Deliberate outreach and inclusion of underrepresented communities and women who are underserved.

#### Marketing

- Establish working relationships with other SBA centers, other community organizations, government agencies, funders, sponsors, community participants, and appropriate staff.
- Develop, manage and maintain relationships with media and use them to communicate the message of MCBL.
- Inform target population about programs and recruit participants.
- Plan and execute all special events and outreach events/activities to establish the name and mission of MCBL.
- Advocate for women's entrepreneurship and support for local business development.

#### Program Manager, 8/01/2016 – 9/30/2019

- Monitors programs to meet stated goals. Consistently collects, organizes and reports outputs and outcomes information to MCBL director.
- Oversees MCBL marketing functions in conjunction with YWCA marketing team.
- Promotes MCBL services, programs with clients and prospective clients through various training and marketing methods such as outreach events with partners and co-sponsors, forums, conferences, email marketing.
- Ensures that MCBL achieves optimum enrollment and participation in all events.
- Assists Director in complying with federal grant, budget, evaluation and service delivery requirements.
- Conducts quarterly file and database audits to comply with SBA protocols.
- Builds and maintains connections and network with YWCA clients and supporters.
- Manages client relationships. Routinely follows-up with clients to determine service quality, promote services and/or counseling and inquire about new businesses or jobs created to report to the SBA.
- Works on special projects as assigned by MCBL Director and ensures that they are in line with stated SBA/MCBL/YWCA goals.
- Maintains open communication of center activities to YWCA staff, specifically COO, facilities team and member services associates.
- Facilitates and draws up contracts for room rentals.
- Manages event logistics to include location, catering, event set-up, etc. Monitors event organization and cost and proceed to modify and improve.
- Analyzes events and programs and communicates problems and potential solutions to MCBL Director.
- Oversee training of administrative staff.
- Works with other members of the organization in support of SBA/MCBL/YWCA goals.
- Works with MCBL Director to determine program content by identifying needs of clients/community and researches trends within target demographic groups.
- Works with partner group to maintain and execute strategic plans.
- Acts as back-up to administrative staff to coordinate daily operations of center.

## Program Coordinator, 8/01/2015 – 7/31/2016

- Organize and maintain all records, reports, daily operations and communication of MCBL activities and events.
- Schedule client appointments for business and legal counseling; handle appointment confirmations and reminders.
- Coordinate counseling schedules with MCBL business counselors and communicate schedules regularly.
- Oversee daily operations of Center, including office equipment, computer systems, supplies, scheduling maintenance, etc.
- Perform general office duties, including filing, recordkeeping, client services, answering the phones and assisting walk-ins, etc.
- Coordinate program, workshop, event, and meeting logistics, including scheduling, booking, catering arrangements, communicating with attendees and presenters, assembling/printing materials (i.e. PowerPoint, handouts, nametags, binders, name tents, sign-in sheets, etc.) and other related duties.
- Act as administrative assistant to Director and Program Manager for special projects, Advisory Board Meetings, YWCA and MCBL committees, and MCBL SOP and report requirements.
- Maintain client database, including collecting data, data entry, ensuring quality and privacy control of client database, tracking of evaluations and client feedback for continuous improvement.
- EDMIS download to Small Business Administration

## Non-Profit Board and Fundraisers Chair – Honolulu, HI

### **Holy Nativity School**

Board of Trustees President, 8/01/2013 – 1/30/2015

- Organized and managed multiple board committees and monthly meeting
- Built the board to reflect a fundraising board
- Head of School search committee chairperson

Board of Trustees Vice President, 8/01/2005 – 7/31/2013

- Supported current President in organizing committee and meeting work

PTO Fundraising Chair, 3/01/2006 – 3/06/2009

- Chaired multiple school fundraisers utilizing parent and community volunteers
- Organized both onsite and offsite functions
- Worked with caterers and venues to plan meals, bar and entertainment
- Organized multiple silent and live auctions

### **Niu Peninsula Community Association**

Board President, 2004 – 2015

- Responsible for collecting member's yearly Association dues
- Managed twice yearly Association meetings
- Managed Association insurance coverage and two private docks

## **Reyn's – Honolulu, HI**

Merchandise Manager/Buyer, 9/01/1989 – 3/01/2002

- 12-15 store men's, women's, children's clothing and gifts merchandiser and buyer
  - Created yearly department budgets for each division
  - Traveled to mainland markets multiple times a year
  - Created yearly marketing/advertising plan, including monthly in-store display schematics
- Member of the wholesale design team
- Managed multiple store managers across four islands

## **EDUCATION**

Pepperdine University, Malibu, CA

BA in Business Administration