

# BARBARA YAMASHITA

GOV. MSG. NO. 636

## PROFESSIONAL SUMMARY

Experienced leader with over 35 years of experience in community engagement and problem resolution. Excellent reputation for resolving problems and improving customer satisfaction through community engagement.

Experienced in risk and resource management as it relates to emergency response

## SKILLS

- Flexible and Adaptable
- Flexible & Adaptable
- Collaboration
- Conflict Resolution
- Team Building
- Leadership
- Self-motivated professional

## WORK HISTORY

**FACULTY** 02/2003 to 04/2017

**University Of Phoenix**, Honolulu, Hawaii

- Prepared course materials such as syllabi, homework assignments and handouts for distribution or use within classroom.
- Compiled, administered and graded examinations to evaluate and record student comprehension levels.
- Prepared and delivered lectures to undergraduate or graduate students on topics such as pharmacology, mental health nursing and community health care practices.
- Supported student educational and vocational planning to help each optimize learning strategies and reap long-term career benefits.

**DEPUTY DIRECTOR** 01/2014 to 12/2016

**City And County Honolulu**, Honolulu, Hawaii

- Contributed to short- and long-term strategic planning and identified potential new markets, lines of business, and funding opportunities.
- Delivered data outcomes to internal and external staff to drive continuous improvement and client engagement.
- Prepared and submitted accurate, timely management and financial reports and project budgets.
- Determined agenda, developed plans, and oversaw implementation of programs and updates.

**DEPUTY DIRECTOR** 02/2012 to 01/2014

**Hawaii State Department Of Human Services**, Honolulu, Hawaii

- Contributed to short- and long-term strategic planning and identified potential new markets, lines of business and funding opportunities.
- Delivered data outcomes to internal and external staff to drive continuous improvement and client engagement.
- Prepared and submitted accurate, timely management and financial reports and project budgets in [Software].
- Determined agenda, developed plans and oversaw implementation of programs and updates.
- Improved coordination and communications across organization to increase operational efficiency.

- Optimized operational systems, information flow, and organizational planning through community engagement to accomplish system changes or legislative changes.
- Liaised between organization and affiliates and managed networking relationships with funders, partners and vendors.
- Fostered improved collection and use of client and industry data for strategic business decisions and reporting.
- Developed thought leadership around specific topics and emerging practice areas in support of budget, financial and operational goals.
- Participated in risk assessment analysis for all new lines of business and for continuation of existing lines of business.
- Liaised with legal counsel to address legal issues, contract review and governing instruments.
- Modernized operations with strategic process improvements.
- Liaison with Emergency Management for emergency response. Updated departmental response plans

**ADMINISTRATOR 03/1992 to 01/2012**

**Hawaii State Department Of Health, Honolulu, Hawaii**

- Assisted executive leaders in decision-making procedures by creating daily reports to advise leaders on corrective actions and process improvements.
- Managed payroll, transactions, invoicing and budgeting to decrease financial inconsistencies.
- Networked with industry professionals to foster partnerships and identify new and improved solutions.
- Developed revisions for systems and procedures by evaluating operational practices and identifying improvement opportunities.
- Adapted to workflow changes and implemented continuous process improvements to overcome obstacles.
- Department liaison to the State Civil Defense trained in numerous FEMA community classes

**JUSTICE AND COMMUNITY PLANNER 04/1986 to 02/1992 State Department Of Health And Attorney General, Honolulu, Hawaii**

- Applied creative problem solving to overcome perceived barriers.
- Connected with school administration to review upcoming initiatives and mutual expectations.
- Translated mission and vision from organization level to individual level and drew connections between mission and daily work.
- Hosted potential and current funding partners on tours and roundtables to build connections.
- Spoke publicly to discuss planning projects, garner interest and build support for community areas and government buildings.

**HOSPITAL ADMINISTRATOR 02/1981 to 03/1986**

**Sutter Health/Molokai General Hospital, Molokai, Hawaii**

- Provided leadership, delegation and exceptional medical service in high-pressure situations.
- Administered medical care for range of conditions and basic health concerns.
- Provided emergency medical care and conducted physical exams and interviews to gain medical history and relevant health data.
- Rendered emergency medical treatment and administered immunization programs.

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**EDUCATION**

High School Diploma  
**University High School - Honolulu, HI**

Bachelor of Arts : Sociology  
**University of Hawaii At Manoa - Honolulu, HI**

Master of Arts : Social Work, **1976**

