

Interactive Resume

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Professional Summary

Results-driven Systems Analyst and Program Manager with a proven track record of building custom data solutions, enhancing program efficiency, and leading process improvements. Skilled at applying contemporary design principles to develop dynamic applications and streamline workflows. Adept at managing multi-million-dollar projects, performing data audits, and ensuring regulatory compliance across federal grant-funded programs. Demonstrated success in training diverse teams, driving cross-functional collaboration, and communicating complex technical concepts in clear, accessible language.

Work Experience

Philadelphia Works, Inc.

Philadelphia, PA

Workforce Systems Analyst; June 2023 – Present

- Develop custom applications using extract, transform, load (ETL) principles, custom and out-of-the-box APIs, and human-centered design (HCD) principles
- Use Microsoft PowerApps, Power Automate, and the broader tool suite to integrate apps and improve accessibility and automation across the organization
- Lead User Acceptance Testing to ensure that app designs are effective, efficient, and address edge cases
- Oversee critical data pipelines and build high fidelity quarterly performance reports for multiple federal grants to the Workforce Integrated Performance System (WIPS) and other stakeholders
- Coordinate data collection, validation, and reporting for the Good Jobs Challenge initiative, maintaining compliance with federal guidelines and responding quickly to inquiries and oversight
- Audit raw data submissions from vendors and create reconciliation processes when needed, partnering with non-technical departments to ensure continuous program improvement throughout the grant cycle
- Serve as the primary point of contact for questions on data entry and quality, proactively communicating solutions across cross-functional teams
- Design and deliver training modules for internal and external partners, leveraging adult learning best practices to facilitate rapid adoption
- Develop and maintain a comprehensive Data Quality Knowledge Base in SharePoint, creating step-by-step how-to guides and technical documentation
- Communicate complex technical concepts in clear, accessible language to stakeholders at all levels

Youth System Program Representative; April 2021 – May 2023

- Managed a multi-million-dollar portfolio of publicly funded youth-focused workforce development programs, ensuring compliance with federal (WIOA/TANF) and organizational standards
- Coordinated the full contract lifecycle—from procurement through close-out—ensuring deliverables were met on schedule
- Led ongoing program monitoring efforts (site visits, participant file reviews, and focus groups) to assess service quality, identify compliance gaps, and analyze operational efficiency to inform corrective actions as needed
- Applied ETL processes to aggregate data, identify trends, track provider outcomes, and improve program efficacy
- Maintained a comprehensive database and ran targeted reports to ensure data standards exceeded federal thresholds
- Documented and communicated providers' operational successes in monthly and quarterly reports, highlighting key impacts and best practices to stakeholders
- Created and delivered orientation sessions, training modules (including asynchronous formats), and technical assistance to equip staff and specialists with the tools to meet performance benchmarks
- Collaborated with partner organizations (e.g., Roadtrip Nation, PA CareerLink® Youth Navigators) and internal teams to develop an online hub of proprietary content, strengthen service delivery, and increase youth engagement
- Supervised a departmental intern, providing coaching on data management, program oversight, and best practices

Community Development Institute (CDI) Head Start

South & West Philadelphia, PA

CDI Head Start: Family Services Specialist; January 2019 – July 2020

- Monitored program and participant records in detail and created action plans to improve data collection and management
- Maintained a complex database and used data-driven analysis to identify trends
- Supervised a team of six Family Advocates, providing coaching, training, and professional development
- Established COVID-19 communications protocols to deliver time-sensitive announcements to families instantly
- Created internal Training and Technical Assistance (T/TA) procedures to promote best practices across departments and standardize onboarding

The Opportunity Alliance

Cumberland County, ME

Program Manager, STRONG Fathers Parenting Education Program; August 2016 – August 2018

- Redesigned the STRONG Fathers parenting education program using HCD principles, tailoring content to participant needs
- Managed the STRONG Fathers program budget for two years
- Conducted surveys, focus groups, and interviews to identify participant needs and inform program updates
- Developed new KPIs and established baseline data to measure program success more effectively
- Analyzed data to track progress against KPIs and regularly reported findings to funders and stakeholders
- Increased enrollment, retention, and completion by 50% in the first year post-relaunch
- Facilitated weekly psycho-educational group sessions, providing direct support and education
- Provided group counseling and 1:1 support at Serenity House, a residential substance use recovery program

Head Start Family Resiliency Advocate / Parent Coach; January 2016 – August 2018

- Designed and launched a multicultural pilot project aimed at increasing self-sufficiency among low-income Head Start families
- Tailored program elements to effectively serve diverse populations, ensuring cultural responsiveness
- Produced significant outcomes that resulted in increased funding and additional hires
 - 100% of participants reported progress in at least one KPI
 - Expanded access to ESL and non-English-speaking families
- Managed the program budget and tracked per-case spending against positive outcomes
- Researched and forged relationships with critical local partners to address food insecurity and legal needs among low-income program participants:
 - The Maine Locker Project: Established food pantries in Head Start/Early Head Start centers
 - Pine Tree Legal Assistance: Connected low-income families with pro bono legal counsel for housing, domestic law, and immigration support

Education

The Pennsylvania State University | August 2004 – December 2009,

- Bachelor of Arts in Journalism; College of Communications
- Bachelor of Arts in Crime, Law, & Justice; College of the Liberal Arts

Additional Professional Skills

- Completed coursework in UX and human-centered design at the Interaction Design Foundation
- Proficient with Adobe Photoshop, Illustrator, InDesign, and Lightroom
- Basic understanding of HTML, CSS, JavaScript, R, and Python
- Successfully applies emerging technologies (web3/blockchain technology & AI/GPT-based tools) in useful and innovative ways
- Quickly learns database structure and design (ClientTrack, ChildPlus, CWDS, Caspio, Dataverse) and recently started training in Salesforce database administration