

#### PROFESSIONAL OBJECTIVE

To offer my high-level organizational skills, enthusiasm, professionalism and compassion in serving as a Customer Center Representative. In that position I will utilize my demonstrated abilities of active listening, patience and critical thinking to answer questions and schedule appointments related to the COVID-19 vaccinations. I understand the trepidation many members of the community possess regarding the vaccine, and will work to allay their fears and schedule appointments as determined in the scripted responses.

## **EDUCATION**

Executive Master of Public Administration Golden Gate University, San Francisco, CA Graduated May 2009

Bachelor of Liberal Arts with Emphasis in Psychology California State University, Monterey Bay Graduated May 2007

#### SKILLS AND ABILITIES

Competent Critical Thinker People Oriented Cooperative **Problem Solver** Able to Work Under Pressure Patient Team Builder **Excellent Written/Verbal Communication Skills** Task Oriented Proficient in Word Responsible Honest Dependable Proficient in Excel Energetic Flexible **Detail Oriented** Dedicated Efficient Trustworthy Practical **Highly Organized** Respectful

### **WORK EXPERIENCE**

## Monterey County Elections Department

Field Inspector

March 2009 to present during Primary, Special and Presidential General Elections

Monitor multiple polling places in a designated area
Support polling place Inspectors to ensure all governing laws are followed
Ensure voters are treated with respect and provided necessary resources to cast their votes
Ensure votes are counted and returned to Monterey County Elections Department properly
Respond to any and all emergencies expediently
Provide general support to polling place Staff

United States Census 2020 Enumerator July 2020 to August 2020 In-person contact with members of the public to complete census surveys Electronic documentation of public's responses Electronic submission of responses Electronic timecard submission

## Monterey County Water Resources Agency

Executive Assistant to the General Manager/Clerk to the Board of Directors September 2006 to May 2017

## Manage Agency's Administrative Services

Preparation/distribution/posting of Agendas

Manage Board Meeting Logistics (Set up Board room; prepare materials; arrange meals)

Represent General Manager at various meetings (i.e., Agenda Review with Monterey County CAO,

County Counsel and Department heads; Facilities meetings, etc.)

Transcription/preparation/distribution/posting of Minutes

Manager of \$10 million Interlake Tunnel Project Grant

Supervise Ordering of Supplies

Responsible for Facilities (contract with Janitors, physical maintenance)

Preparation of effective reports, correspondence and other written communications

Supervise Public Records requests

Develop and manage complex recordkeeping and reporting systems

Make presentations and represent Agency to variety of groups and the public

Respond to questions from public and stakeholder organizations

Serve as Agency's Safety Officer (preparation/filing of required OSHA reports)

Develop, interpret and apply complex regulations, policies and contracts

Assist in compliance with Brown Act requirements

Filing of Directors' Statements of Economic Interest (Form 700)

Ensure Directors Completion of AB 1234 Ethics Training

Preparation/Submission/Presentation of Agency's Equal Opportunity Plan

Supervision of Administrative Staff

Manage Calendars for General Manager and Board of Directors

## Manage Agency's Human Resources Services

Process recruitments, hiring, personnel changes

Manage Performance Evaluation program

Responsible for Employee relations (discipline, resolving conflict, etc.)

Notify/schedule mandatory Staff trainings (Prevention of Sexual Harassment, Ethics, IT Security)

## Manage Workers' Compensation Program

(Preparation/filing of reports/claims

Annual reporting

Liaison between Insurance Agency and Staff

## Hartnell College

Assistant to the Dean of Fine Arts, Language Arts and Social Sciences January 1997 to August 2006

Office Manager

Compiled and prepared effective reports, correspondence and other written communications

Responsible for maintaining department records

Monitored inventory and office supply purchases/budget

Managed textbook ordering/purchases

Scheduled department class assignments

Trained student workers

Processed department payroll (approximately 150 staff members)

Assisted students with course additions/deletions/ substitutions

Processed required documents for students and staff

Represented Dean at various meetings (i.e., curriculum, counseling, etc.)

Oversaw hiring process for new instructors

Served as President of California School Employees' Association for 3 Years

# Monterey Peninsula Unified School District MPUSD)

Elected Trustee (served one year as Vice President; seven years as President)

November 1991 to November 2001

Select and Evaluate Superintendent

**Establish District Policy** 

Monitor District Budget

**Negotiate Union Contracts** 

**Conducted Student Expulsion Hearings** 

Processed Teacher Discipline Legal cases

Responded to Citizen Concerns/Complaints

**Established Student Curriculum** 

Represented MPUSD on associated Boards and Commissions

# REFERENCES AVAILABLE UPON REQUEST

Mary Helen Gallegos Monterey County Elections (831) 796-1487

Adam P. Gonzales, Supervisor U.S. Census 2020 (310) 625-0473

ML Carter, Pastor New Hope Baptist Church 1304 Sonoma Avenue, Seaside, CA 93955 (831) 869-1873

Robert Johnson, former Supervisor Monterey County Water Resources Agency (831) 809-4889

Dan Villa, former fellow MPUSD Board Member (831) 601-8594