

Executive Leader in Nonprofit & Public Sector Management

Strategic leader with over two decades of experience in nonprofit organizational development, program design, capacity building, and operational innovation. Known for driving the successful launch and scaling of initiatives, aligning operations with mission-driven objectives, and creating impactful, equity-centered programs. Adept at building and nurturing inclusive ecosystems that empower underserved communities, particularly historically underrepresented entrepreneurs. A visionary builder of systems and programs that deliver transformative outcomes for organizations and the communities they serve.

Areas of Expertise

Business Acumen: Strategic Program Design | Policy Analysis, Development & Implementation | Operational Risk Assessment | Stakeholder Engagement | Public Relations | Fundraising & Revenue Diversification | Legal & Regulatory Compliance | Relationship Building | Data Analysis & Reporting | Financial Planning & Budgeting | Cross-Sector Partnerships

Leadership: Project & Program Management | Strategic Planning & Implementation | Systems Thinking | Change Management | Training & Development | Diversity, Equity & Inclusion | KPIs & Performance Management | Executive Relations | Organizational Development

Technical: Google Drive | Monday | Podio | Sharepoint | Slack | DocuSign | Dropbox | Trello | Google Suite | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Apple iWork (Pages, Numbers, Keynote) | Salesforce

Languages: Spanish | French | Italian

Professional Experience

Executive Director - EforAll/EparaTodos Colorado Entrepreneurship for All, Longmont, CO

05/2023 – 01/2025

- **Designed and launched statewide expansion:** Created operational frameworks and systems to extend services across Colorado, ensuring alignment with community needs and organizational mission.
- **Developed foundational systems:** Built centralized project management structures, reducing inefficiencies by 40% and enhancing cross-functional collaboration.
- **Implemented innovative recruitment strategies:** Focused on high-touch outreach to increase accessibility for underserved populations, resulting in a 186% growth in program capacity.
- **Strengthened organizational infrastructure:** Introduced data-driven assessment protocols to measure and improve program impact, increasing efficiency by 25%.
- **Fostered an inclusive ecosystem:** Led DEI-focused initiatives, ensuring program accessibility and creating supportive environments for underrepresented entrepreneurs.

Program Manager – Denver Securing the Cities Program City and County of Denver Office of Emergency Management, Denver, CO

02/2022-11/2022

- **Designed operational frameworks:** Developed the first approved Concept of Operations for radiological prevention, positioning Denver as a national leader.
- **Negotiated first-in-nation technology approval:** Secured Department of Homeland Security approval to test novel technology, a groundbreaking milestone not achieved in any legacy or newer Securing the Cities locations.
- **Enhanced regulatory compliance:** Improved adherence to federal and local standards by 80%, recovering \$2.6M in program expenses.
- **Built sustainable partnerships:** Fostered long-term collaborations with public and private entities to amplify community impact.

Executive Process Improvement Manager

Amazon.com, Inc., Virtual, U.S.

04/2017 – 02/2022

- **Resolved systemic challenges:** Led cross-departmental initiatives to address operational inefficiencies, directly improving service delivery for over 100,000 underserved users.
- **Coordinated with internal and external stakeholders:** Aligned operational strategies with organizational goals, ensuring consistent delivery of high-quality customer experiences.

Capacity Development Principal Consultant, Nonprofit Solutions & Strategy Architect

DBA: Unbound Capabilities Global

05/2004 – 12/2021

- **Specialized in organizational development and design:** Provided strategic guidance to nonprofits and public-sector organizations, achieving operational efficiency gains of up to 30%.
- **Launched new initiatives:** Designed and executed frameworks for capacity building and program innovation, addressing systemic challenges in underserved communities, while leveraging .
- **Built cross-sector collaborations:** Established coalitions and partnerships to increase resource accessibility, improving service delivery and impact. Served on the steering committee for the unprecedented South Texas anti-human trafficking coalition and established a similar coalition in Puerto Rico.
- **Facilitated leadership training:** Delivered over 300 annual workshops to nonprofit staff and boards, enhancing strategic planning capabilities and fostering long-term growth.

Equity Philosophy

I believe equity is the cornerstone of meaningful and sustainable impact. Effective leadership requires creating inclusive systems and strategies that address structural disparities, ensuring all individuals and communities have access to the resources and opportunities they need to thrive. My approach prioritizes capacity development tailored to underserved populations, fostering collaborative and culturally responsive programs that bridge opportunity gaps. By integrating data-driven insights with community engagement, I develop equitable solutions that advance organizational goals while empowering those who have been historically marginalized. I am committed to building ecosystems of accountability, innovation, and inclusivity, driving systemic change and ensuring every voice is valued and represented.

Education & Certifications

Colorado Notary Public

Notary ID 20234001535

Commission Expiration: January 12, 2027

Juris Doctor (JD)

University of Puerto Rico School of Law, Rio Piedras, PR

Master of Arts (MA) – International Relations

Saint Mary's University, San Antonio, TX

Bachelor of Arts (BA) – Foreign Languages (*cum laude*)

University of Puerto Rico, Rio Piedras, PR

Certificate in Executive Education – Customer Experience

UC Boulder Leeds School of Business

Certificate in Executive Education – Art & Practice of Adaptive Leadership Development

Harvard Kennedy School, Cambridge, MA

Certificate; Nonprofit Fiscal Management Program

Asesores Financieros Comunitarios, San Juan, PR