

Charlene Wallace, Project Management Professional

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Business Systems & Project Management

Thirty years' experience working with passionate and mission driven people

EMPLOYMENT

Operations Plus LLC, Burlington, VT – 2016 - present

Owner – 2016 to present

- Solving operational challenges, managing projects, and handling hiring & recruiting

Local Motion, Burlington, VT – 2007 to 2016

Promoting walking, biking, and active lifestyles

Project Manager - 2016

Director of Operations – 2007 to 2015

- Supervised Staff: Program Managers, Finance Manager, and line staff working in seasonal Bike Rental, Bike Ferry and Valet Bike Parking programs
- Managed Finances: Developed budgets, wrote grants, analyzed financials, reported to the Board
- Directed Human Resources: Hiring, employee evaluations, policy development
- Oversaw \$1.5M public bike infrastructure project upgrade on the Colchester Causeway (2013)
- Transitioned Bike Ferry prototype service to full-scale daily operations (2014)
- Served as Interim Director (2008, 2010, 2013)

Good News Garage, Burlington, VT

Social service garage, repairing and awarding donated vehicles to families in need

Vermont Director – 2004 to 2005

- Responsible for fiscal & programmatic success of the program
- Led Program Committee (an Advisory Board)
- Acted as Senior Consulting Director to GNG programs in NH, CT, and MA

Senior Program Manager – 1998 to 2004

- Oversaw day-to-day operations, including supervising a staff of ten, plus interns and volunteers
- Led development of operational, IT and financial systems

Chittenden Emergency Food Shelf, Burlington, VT – 1995 to 1998

Community Food Shelf and Soup Kitchen

Chief of Provisions

- Decreased expenditures on food by 13% and increased donations of food by 16% a year
- Developed and implemented new fundraising strategies; donations increased by 18% a year
- Directed Advisory Board

East Coast Leotard, Colchester, VT – 1993 to 1995

Clothing Manufacturer

Purchasing and Production Coordinator

Seventh Generation, Colchester, VT – 1988 to 1993

Environmentally Responsible Products

- **Director of Administration and Personnel**
- **New Business Developer**
- **Product Manager, Textiles**

Wild Oats Maternity, Burlington, VT – 1983 to 1988

Nationally Distributed Maternity Sportswear Manufacturer

Owner and General Manager

- Co-founded nationally known design and manufacturing company which grew from a two-person dressmaker's shop to \$900,000 in annual sales

COMMUNITY / VOLUNTEERING

I've been involved in community projects for over 25 years.

- Currently on the Leadership Team of the **Greater Burlington Women's Forum**
- Treasurer and member of the Board for **The Schoolhouse**, a cooperative elementary school, 2004-2007
- Steering Committee member for the **Intervale Community Farm**, 1995 – 1999
- Winooski Representative to the **Chittenden Solid Waste District**, 1994
- Founding member of **Vermont Businesses for Social Responsibility**, early 90's

TECHNICAL SKILLS

- Microsoft Office suite; Quickbooks; Google apps, and a myriad of online tools and resources

TRAINING & CERTIFICATIONS

- Certified **Project Management Professional (PMP)**, 2016
- **Cultural Competency**, through Burlington's Americorps *We All Belong* program, 2012 – 2013
- Training – "**Bridges out of Poverty**" 2004
- Training – "**Facilitative Leadership**" 2002
- Training – "**The TAP-VT Fundraising Institute**," Technical Assistance Program of the Vermont Community Foundation, Montpelier, VT 1997
- **Mediation and Negotiation**, Church St. Center, Burlington, VT 1992
- **University of Vermont**, Social Work, 1978 – 1980

INTERESTS

- Biking, running, hiking, skiing, skating, sailing, swimming, yoga
- Swing dance & free dance
- Singing
- Gardening & cooking
- Deep commitment to growth and change on a personal and community level