ELIZABETH A. MCFADGEN

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SUMMARY

Dedicated and results-driven professional with nine years of experience at East End Community Services (WestCare Ohio), growing from a data entry clerk to a director role. Known for integrity, strong problem-solving skills, and a deep commitment to helping others, I have become a trusted resource for database management, reporting and IT support. My ability to collaborate across teams, customize data solutions, and provide training has strengthened program operations and improved efficiency. I am passionate about continuous learning and innovation; I am committed to making a meaningful impact through data-driven decision-making and organizational support.

KEY SKILLS & COMPETENCIES

- **Database Management & Optimization** – Configured and maintained the EmpowOR database for agency-wide measurable, streamlining reporting process and improving data accuracy.
- **System Administration & Security** – Created and managed work templates and staff access, enhancing data security and accessibility across multiple user levels.
- **Training & Staff Development** – Designed and delivered training programs on various systems, including Microsoft applications, ensuring staff proficiency and efficiency.
- **Process Improvement & Automation** – Developed custom reports and optimized complex monthly reporting, reducing manual effort and increasing productivity.
- **Technical Support & Troubleshooting** – Provided technical assistance to staff of varying proficiency levels, ensuring smooth adoption of software tools and operational systems.
- **Data Analysis & Quality Assurance** – Managed and analyzed program data across six programs and seven funding sources, ensuring compliance with reporting and quality standards.
- **Cross-Functional Collaboration** – Partnered with system vendors and internal teams to implement system modifications, enhancing performance and user satisfaction.
- **Leadership & Team Management** – Hired, onboarded and trained department staff as well as cross-training team members to support multiple programs efficiently.
- **Budget & Resource Management** – Monitored timesheet allocations to optimize resource utilization and ensure budget compliance; successfully managed programs in alignment with contract budgets to meet funding requirements.
- **Cloud-Based, SaaS, & CRM** – Extensive experience with multiple cloud-based databases and self-taught in Salesforce report building.
- **Customer Service & Conflict Resolution** – Provided direct support to program participants and assisted staff in managing challenging situations for effective service delivery.
- **Website & Content Management** – Formatted and maintained agency website using Wix, ensuring and engaging and user-friendly experience.

- **Event Planning & Coordination –** Organized agency meetings and events, ensuring seamless execution and engagement.
- **Operational Efficiency & Problem-Solving –** Proactively identified and addressed gaps in agency programs to enhance service delivery and efficiency.
- **Technical Support & Community Assistance –** Assisted employees and community members with IT related challenges, improving accessibility and productivity.
- **Operations & Facility Management –** Supervised facility maintenance and provided lobby coverage for walk-in participants, ensuring a welcoming and well-managed environment.

WORK EXPERIENCE

East End Community Services/WestCare Ohio
Dayton, Ohio

Director of Workforce Services	September 2023 – December 2024
Deputy Director of Workforce Services	June 2021 – September 2023
Program Manager	January 2020 – June 2021
Case Manager	September 2019 – January 2020
Executive Assistant	October 2016 – September 2019
Data Entry Clerk	September 2015 – October 2016

EDUCATION

Ohio University
Athens, Ohio
Bachelor of Science in Education

- Major: Early Childhood Education
- Minor: Business Administration