

# Alice Foy

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## *DIRECTOR OF OPERATIONS*

### **SUMMARY**

Director of Program Operations with 10+ years of experience building and improving programs, systems, and organizational infrastructure for mission-driven organizations. Specializes in operational strategy, program development, cross-functional coordination, and capacity building. Known for bringing clarity, structure, and sustainable systems to fast-growing teams and community impact initiatives.

### **SELECTED ACHIEVEMENTS**

- Strengthened operational and program infrastructure for 75+ mission-driven organizations through workflow design, systems implementation, and organizational readiness assessments.
- Developed and facilitated multi-week training and capacity-building programs for adult learners, emerging operations professionals, and nonprofit teams.
- Directed multi-city public engagement initiatives reaching thousands of students and community members, coordinating partners, resources, and program components for statewide impact.
- Built program frameworks, SOPs, and implementation roadmaps adopted by leadership teams to improve efficiency, clarity, and cross-functional collaboration.
- Led operational and program support across school districts, national nonprofits, and community impact organizations, advancing educational access and workforce development goals.

### **PROFESSIONAL EXPERIENCE**

#### **THE DIGITAL JANE — Principal Consultant, Director of Operations**

##### **Remote | 2018–Present**

- Built and led a team of 6 consultants, overseeing recruitment, client delivery, and performance development for 60+ nonprofits and mission-driven organizations
- Developed staff performance through custom learning pathways and curricula, streamlining internal training and workforce development programs.
- Oversaw implementation timelines and client delivery cycles across a multi-project portfolio to ensure on-time, high-impact results.
- Engineered custom digital ecosystems (ClickUp, Airtable, Salesforce) for 60+ organizations, increasing team productivity by 35% through automation.

- Institutionalized process improvements by diagnosing operational bottlenecks and creating scalable infrastructure to strengthen cross-team collaboration.
- Spearheaded change management and adoption strategies to support the successful integration of new organizational systems and SOPs.

### **LOS ANGELES UNIFIED SCHOOL DISTRICT — Event Producer**

#### **Los Angeles, CA | 2023–2024**

- Supported district-wide college access programming and community engagement initiatives.
- Built communications workflows and outreach tools that increased awareness and participation in BD7 programming.
- Coordinated community partners, school teams, and district staff to deliver an integrated program experience.
- Developed staffing and volunteer processes that streamlined program execution.

### **NO KID HUNGRY / SHARE OUR STRENGTH — Event Operations Manager**

#### **Los Angeles, CA | 2022–2023 (Contract)**

- Oversaw program logistics, partner alignment, and execution of community-facing initiatives supporting anti-hunger efforts.
- Improved administrative processes across contracting, scheduling, and reporting to strengthen organizational efficiency.
- Managed program budgets and documentation to ensure transparency and alignment with program goals.

### **REVOLVE IMPACT — Senior Event Producer**

#### **Los Angeles, CA | 2016–2019**

- Delivered statewide civic engagement programming across 12 cities in 13 weeks.
- Built operational plans, staffing structures, and workflows supporting consistent program delivery.
- Designed community engagement strategies and experiential programming that deepened impact and participation.
- Coordinated partners, artists, youth organizations, and local teams to execute multi-city initiatives.

### **TECHNICAL SKILLS**

Google Workspace, ClickUp, Monday.com, Airtable, Salesforce, Smartsheet, Asana, Trainual

### **EDUCATION**

Purdue University Northwest — General Education & Business Prerequisites