Luis I. Chavez

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Professional Summary

Administrative and operations professional with 8+ years of experience keeping offices running smoothly across fast-paced, multi-stakeholder environments. Skilled in process improvement, cross-functional coordination, vendor and stakeholder communication, and confidential records management. Built an Excel/VBA automation that reduced a three-hour manual process to approximately 10 minutes, and developed tracking systems that raised compliance rates from 18% to 96%. Professionally bilingual in English and Spanish, comfortable managing competing priorities independently, and experienced supporting teams ranging from front-line staff to senior leadership.

Experience

Contract Assignments via Robert Half July 2025 – August 2026
First 5 Alameda County *Alameda, CA*

Community Programs Specialist (Contract) November 2025 – August 2026
First 5 Alameda County *Alameda, CA*

- Coordinated administrative operations across a $650,000 portfolio of nine organizations, working with program and fiscal teams to manage concurrent deadlines, documentation, reporting requirements, and follow-up.
- Served as primary point of contact for nine funded organizations, resolving documentation, system-access, reporting, invoicing, and submission issues.
- Maintained centralized administrative trackers for contracts, certificates of insurance, system access, reporting requirements, deadlines, and outstanding action items.
- Reviewed budgets, expense reports, and invoices for accuracy, and created step-by-step guidance for the HIGH5 grants system covering account access, reporting, invoicing, and submissions.

Early Care & Education Technical Assistance Specialist (Contract) July 2025 – October 2025
First 5 Alameda County *Alameda, CA*

- Completed 212 outreach calls in English and Spanish, serving as the primary Spanish-language contact for eligible childcare providers across Alameda County.
- Provided high-volume phone, email, and in-person administrative support, answering questions, troubleshooting application issues, and reviewing required documentation.
- Re-engaged approximately 35 previously non-responsive providers through persistent follow-up and site visits, helping them successfully complete application requirements.
- Translated outreach materials and communications into Spanish to improve accessibility and customer service.

Administrative Clerk December 2024 – May 2025
East Bay Municipal Utility District *Oakland, CA*

- Provided time-sensitive administrative and records support across departmental workstreams, handling confidential files, correspondence, documentation, and clerical processes.
- Assumed full clerical coverage for an additional workstream during an extended staff leave, quickly learning unfamiliar procedures and maintaining continuity of operations.
- Built an Excel/VBA automation to batch-process water service connection forms for infrastructure projects, replacing a repetitive record-by-record manual workflow and reducing a three-hour process to approximately 10 minutes, earning recognition for process improvement.
- Earned four peer commendations within the first month for collaboration, reliability, and performance.

Office Technician (Typing) November 2023 – December 2024
California Department of Tax & Fee Administration *Oakland, CA*

- Maintained taxpayer accounts, confidential records, and administrative documentation within Statewide Compliance & Outreach Program systems.
- Researched liabilities and processed Tax & Fee Clearance Requests, certificates, and business ownership transfers while maintaining accurate records and follow-up.
- Coordinated directly with customers to resolve documentation needs and prevent processing delays.
- Provided Spanish-language customer service and translation, earning consistent five-star satisfaction ratings.

Freelance Designer March 2023 – October 2023
Freelance Graphic & Web Designer *Self-Employed*

- Managed repeat engagements with three clients, coordinating requirements, schedules, feedback, revisions, and delivery of more than 20 digital and print assets.
- Created professional visual materials using graphic-design tools and translated client needs into polished, audience-appropriate deliverables.
- Managed multiple projects and deadlines independently while maintaining responsive client communication.

Bilingual Family Developer April 2018 – February 2023

Family Builders by Adoption *Oakland, CA*

- Served as front-desk point of contact for visitors, families, staff, and community partners while supporting day-to-day reception and office operations.
- Handled incoming and outgoing mail, shipping, packages, and office deliveries and ensured materials reached the appropriate staff.
- Supported upkeep and organization of shared kitchens and common office areas, helping maintain a welcoming and functional workplace.
- Communicated with building management and maintenance regarding facility needs, office issues, and service requests, and helped coordinate resolution.
- Managed family intake, background checks, confidential documentation, training coordination, scheduling, and milestone follow-up for prospective adoptive families.
- Coordinated approximately five training cohorts annually plus quarterly special-topic trainings, including scheduling, communications, documentation, and participant follow-up.
- Planned and coordinated two annual agency-wide events serving more than 200 attendees.
- Helped transition the program from paper-based intake to online forms and electronic document submission, improving accessibility and administrative efficiency.
- Personally built an Excel-based compliance tracker with conditional formatting to flag document expiration status, and created standardized audit checklists identifying specific deficiencies against California Community Care Licensing requirements, together increasing compliant case files from 18% to 96% within 12 months.

EDUCATION

University of California, Berkeley
Bachelor of Arts, Social Welfare; Bachelor of Arts, Sociology. *May 2018*

SKILLS

Administrative & Operations: Process Improvement, Cross-Functional Coordination, Office Administration, Scheduling & Deadline Tracking, Confidential Records Management, Front Desk & Visitor Support, Meeting, Training & Event Logistics, Facilities & Building Coordination, Mail, Shipping & Receiving
Technology: Microsoft Outlook, Word, Excel & PowerPoint, Excel VBA/Macros, Google Workspace, Salesforce, Airtable, Jira, Adobe Acrobat, Canva
Languages: Bilingual: English and Spanish