

## IRIS DOÑE PEREZ, PMP, MS

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### PROJECT MANAGER/PROGRAM DIRECTOR

Certified Project Management Professional with extensive experience providing expert leadership and direction over the full lifecycle for highly complex, large-scale contracts and programs for companies in diverse sectors. Demonstrated track record of providing governance and structure over milestones, performance, and final delivery, ensuring alignment with objectives and established standards. Proven history of excellence in overseeing performance improvement, risk management, and quality improvement in matrix environment. Committed to raising performance standards through KPI monitoring, enhancement initiatives, and contract compliance management. Strong relationship builder and communicator.

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### AREAS OF EXPERTISE

Project Management • Program Management • Healthcare Administration • Procurement Management  
Business Process Analysis • Team Building & Leadership • Supply Chain Management • Stakeholder Engagement  
Compliance • Negotiation • PMP Coaching & Development • Requirements Management • Education Management  
Reporting • Provider Performance Management • Business Process Improvement • Policy & Procedure Management  
Risk Management • Change Management • Budgeting • MS Office • Excel • Project • Visio

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### PROFESSIONAL EXPERIENCE

#### STRONGLINKS CONSULTING

Carteret, New Jersey • (2014-Present)

##### Founder and Lead Consultant

Provide personalized coaching, instruction, and career services, including web-based information resources and in-person and virtual career coaching to students, jobs seekers, and career changers. Volunteer Career Coach-Rutgers University and PMP Coach at Kaizen Technologies. CBAP candidate.

##### *Selected Achievements:*

- PMI-PMP certified through 2021. Earned eight national certifications in supply chain management (SCPro).

#### NEWARK PRESCHOOL COUNCIL, INC., Newark, New Jersey • (2007-2014)

Private school offering quality early childhood education programs; staffs up to 700 personnel.

##### Collaborations (Contracts) Manager (2011-2014)

Promoted to lead relationship management, strategic sourcing, and service delivery for 16 sites and diverse functional areas, liaising with service providers and site personnel to ensure achievement of core objectives in alignment with multiple funders' expectations. Monitored and reported on vendor KPIs. Consistently led efforts to improve contract alignment and resolve issues with provider and manage contract compliance. Adapted to new policies and requirements by adjusting operating procedures and expectations. Built strong internal and external cross functional relationships. Orchestrated training assessments and delivery. Oversaw comprehensive services for 800 enrolled students. Managed all records and databases. Lead team members and mentored up to 20 personnel.

##### *Selected Achievements:*

- Oversaw implementation of TQM by training vendors on quality improvement tools and techniques including; staffing, education, health/safety, nutrition, facilities, partnerships, disabilities, licensing, and reporting.
- Facilitated successful passing Head Start federal on-site review by overseeing and managing all compliance and quality control documentation in alignment with established regulations and expectations.
- Exceeded high service levels and optimized documentation of all deliverables by implementing process improvements governing tracking and status of contract obligations.
- Expanded service offerings and market saturation by developing relationships/contracts with Newark public schools.

##### Social Services Project Manager (2007-2011)

Recruited to direct enrollment and social services projects for 2,500 students, ensuring compliance with all Head Start Program Performance requirements and standards through skillful project and risk management. Expanded enrollment through city-wide strategic marketing and recruitment programs. Oversaw monitoring of children's files and clinical information reducing potential risks via periodic audits. Supervised and improved outcomes for number of projects, including student transportation, health and wellness, and family development. Oversaw grants and contract projects performance, school records and documentation, and policy and procedure compliance. Coordinated, trained, and motivated a team of 70 personnel, including coaching on best practices in working with families throughout the relationship.

**NEWARK PRESCHOOL COUNCIL, INC., continued:**

**Selected Achievements:**

- Streamlined and managed multiple grants and projects by closing gaps and meeting programmatic and fiscal KPIs.
- Supported 2, 500 families in meeting safety, health, financial stability, life goals, and aspirations.
- Improved systems for tracking service gaps, training, record keeping, documentation, monitoring, and compliance.
- Increased families' enrollment in early childhood health, health insurance, medical homes, and transportation services.
- Exceeded goals for recruitment lifecycle and timely delivery of performance appraisals for 70 personnel.

**COVENANT HOUSE, Newark, New Jersey • 2006-2007**

Leading social and healthcare services provider offering support to runaway and homeless youth, abuse victims, and others.

**Grant & Contract Manager / Grant Writer**

Governed grant development and submission to obtain funding in support of homeless youth assistance programs. Contributed to a cohesive plan for program funding and strategy. Researched available grant opportunities and their requirements. Authored compelling cases for funding. Tracked and reported on all funding receipt and allocation in support of accountability, audits, and site visits. Nurtured relationships with funding bodies. Managed a team of interns.

**Selected Achievements:**

- Elevated the number of grant submissions and increased the award rate by 30% by overhauling and optimizing grants and contract management and tracking; introduced previously nonexistent systems for grant management.
- Maintained absolute accuracy and accountability in all programmatic and fiscal reporting on more than \$7 million in grant awards from diverse public and private sources.

**UNIVERSITY OF MEDICINE & DENTISTRY OF NEW JERSEY (UBHC), Newark, New Jersey • 2000-2004**

State university offering health sciences degree programs for over 7,000 students.

**Project Director / Program Administrator I**

Coordinated project planning and delivery for a wide range of public health services as part of a behavioral health project concerned with the impact of witnessing violence on children. Coordinated compassionate service delivery and access management for children and families. Managed stakeholder relationships and participation, including fostering collaboration and engagement. Led, trained, and mentored a total of 8 clinical internal and consultant staff.

**Selected Achievements:**

- Expanded city-wide awareness and understanding of the impact of witnessing violence through a new program.
- Created much-needed guidelines for responding to children who witness violence.
- Added service capacity for an additional 100 children and families per year by improving access.
- Collaborated with key team members and management to extend the project duration and ensure permanence.
- Decreased trauma-related symptoms and behavioral problems among children.

*Earlier roles include Program Director / Instructor for UMDNJ-RWJMS-DECM-PACPY. Details on request.*

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**FORMAL EDUCATION**

**Master of Science in Health Sciences / Health Administration:** New Jersey City University – Jersey City, New Jersey

**Bachelor of Science in Health Education:** Montclair State University – Upper Montclair, New Jersey

**CERTIFICATIONS - PROFESSIONAL DEVELOPMENT**

- Project Management Professional (PMP) – Project Management Institute.
- Eight 40 hour-courses and eight national certifications – Council of Supply Chain Management Professionals
- CSCMP SCPro™ Fundamentals: SCM Principles; Demand Planning; Inventory Management; Customer Service; Transportation; Manufacturing & Service Operations; Warehouse Operations; Supply Management & Procurement
- Certified Business Analysis Professional (CBAP) Candidate – International Institute of Business Analysis

**PROFESSIONAL AFFILIATIONS**

Project Management Institute (PMI) • Council of Supply Chain Management Professionals (CSCMP) International Association of Risk and Compliance Professionals (IARCP) • Society for Human Resource Management (SHRM)