

# AMY LYNNE HOLODAK

[AMYHOLODAK@GMAIL.COM](mailto:AMYHOLODAK@GMAIL.COM) • [AMYHOLODAK.COM](http://AMYHOLODAK.COM) • [LINKEDIN.COM/IN/AMYHOLODAK](https://www.linkedin.com/in/amyholodak)

## EDUCATION

### City University of New York- Hunter College

*New York, NY*

- Graduated in May 2017
- M.S. in Urban Policy & Leadership
- Summa Cum Laude, 3.9 GPA

### Western Washington University

*Bellingham, WA*

- Graduated in December 2008
- B.A. in Human Services

## SKILLS

- Qualitative & Quantitative Research Methods
- Survey Design
- Community Outreach
- Case Management
- Volunteer Coordination
- Group Facilitation
- Salesforce
- Innovative Mentoring Platform
- Concur

## PROFESSIONAL EXPERIENCE

### Open Society Foundations

August 2017 to Present

*Program Administrative Specialist (Contract) – New York, NY*

- Provides administrative support to Fiscal Governance Program Director and staff
- Submits, processes, and tracks contracts in Salesforce for vendors, consultants and grantee-partner organizations; updates and amends agreements as needed
- Independently manages complex event planning, travel arrangements, logistics, budgets, and expense reports
- Manages team calendars, arranges staff & partner-grantee organization travel, submits travel authorizations

### East Harlem Community Board 11

June 2016 to August 2016

*Constituent Services Intern – New York, NY*

- Completed 120-hour paid internship and independent study
- Responded to and helped resolve constituent concerns related to public transportation, health and safety, housing access, and social services coordination
- Conducted qualitative primary and secondary research regarding East Harlem Neighborhood Plan
- Provided recommendations for successful plan implementation

### Big Brothers Big Sisters of New York City

October 2014 to June 2016

*Program Manager - New York, NY*

- Supervised a caseload of 50 matches by providing on-going support, counseling, advocacy, referrals, and case management services while monitoring for child safety
- Interviewed potential parents and youth, wrote clinical assessments using a psychosocial framework, and determined mentoring program eligibility
- Facilitated quarterly self-esteem & diversity workshops for pre-teens from underserved Brooklyn communities
- Served on Client Recruitment Committee, establishing school and CBO partnerships to increase female referrals
- Completed ten-week Mentoring Supervisor Certification course

### Community Service Society of New York

March 2014 to September 2014

*Program Manager & Volunteer Coordinator - New York, NY*

- Managed an intergenerational tutoring program, supervising 11 senior volunteers and 45 public school students
- Prepared daily individualized lesson plans and documented student growth in Salesforce
- Conducted monthly volunteer training sessions and special classroom activities
- Acted as a liaison between school staff, volunteers, and the agency

### Big Brothers Big Sisters of Puget Sound

December 2010 to April 2012

*Enrollment & Match Specialist - Seattle, WA*

- Facilitated enrollment, registration, and orientation of prospective participants in mentoring program
- Conducted thorough home and office interviews of potential candidates, evaluating applications and processing final evaluations through clinical written assessments
- Exceeded agency match retention standards in pairing 100 volunteers and youth in mentoring relationships