

Karen Olivarez

PROGRAM MANAGER

☎ (555) 234-5678

✉ karen.olivarez@email.com

📍 United States, Santa Clara, CA
95050

PERSONAL INFO

- **Nationality:** U.S. Citizen

PROFESSIONAL SUMMARY

Highly motivated and results-driven professional with experience in public administration and program management. Proven ability to work in high-stakes-, government-focused environments with a strong understanding of federal regulations, policies, and procedures. U.S. citizen, eligible for security clearance.

EXPERIENCE

★ March 2020 - Now

Program Manager

City of Santa Clara /

- Lead cross-functional teams to successfully implement local government programs, improving service delivery by 25%.
- Ensure full compliance with federal, state, and local regulations while overseeing project budgets totaling over \$2M.
- Coordinate with federal agencies on policy implementation, ensuring alignment with state-level initiatives and government priorities.
- Streamlined communication channels between various city departments and external agencies, ensuring smooth execution of public projects.

★ June 2016 - February 2020

Administrative Specialist

Santa Clara County Government /

- Assisted in the development and review of policies to ensure regulatory compliance with government standards.
- Conducted data analysis to evaluate program effectiveness, contributing to a 15% improvement in service outcomes.
- Facilitated communication between community stakeholders and government officials, ensuring transparent reporting and progress tracking.

EDUCATION

★ Bachelor of Arts in Public Administration

San Jose State University / Graduated: May 2016

★ Certifications

- **Project Management Professional (PMP)** – Project Management Institute, 2021
- **Certified Public Manager (CPM)** – National Certified Public Manager Consortium, 2019
- **Security Clearance** – U.S. Federal Government (Active)