



TAURA V. LIVINGSTON

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PROFESSIONAL SUMMARY

Accomplished senior executive with proven history of success in organizational leadership with a focus on continuous improvement. Manage and strengthen internal structures to keep the organization agile and responsive for changing demands. Expert in personnel and program management. Adept at building cross-functional consensus and directing needed change for social profit organizations. Inspired focus on efficiency with proactive business management approaches that connect people, spearhead strategies, and continuously enhance operations.

SKILLS

- Change management
- Stakeholder relations
- Project coordination
- Leadership development
- Community engagement
- Operational planning
- Performance optimization
- Program management
- Operations oversight

EXPERIENCE

Operations Director

June 2015 - Current

Casa Esperanza, Inc. | Albuquerque, NM

- Oversaw all operational areas, including fiscal planning, compliance monitoring, and personnel management. Enhanced organizational profile by engaging across the Albuquerque community and developing strategic partnerships.
- Transformed internal structure to meet changing operational demands.
- Improved organizational efficiency with clear responsibilities, policies, and cross-functional procedures.
- Enhanced department functionality with forward-thinking recommendations based on in-depth reviews of current strategies
- Addressed operational issues and implemented swift solutions to maintain project progress.
- Directed 7 administrative staff handling business finances, customer contact, and recordkeeping.
- Enhanced operations with new and improved procedures targeting underperforming areas and systematic weaknesses.
- Achieved strategic goals with team-oriented approach, consistently engaging stakeholders, paid staff, and volunteers to reach targets.
- Encouraged staff to develop abilities and intrinsic motivation to succeed, consistently leading by example with demonstrated integrity and performance.

Regional Disaster Response Officer

May 2010 - August 2014

American Red Cross | Albuquerque, NM

- Managed disaster planning and recovery operations for data centers and other locations with critical processes and assets.
- Maintained critical departmental processes during outages and emergency situations with the development of streamlined continuity plans.
- Set up communication plans and operational strategies for different types of disasters.
- Reduced business interruption risks with strategic improvements to existing continuity and disaster plans.
- Optimized disaster recovery plans by testing proposed strategies and identifying deficiencies.
- Organized and coordinated work for 35 team members.
- Supported team through transformational leadership, dynamic staff development, and strategic government and community-based partnerships.
- Troubleshoot problems and developed successful solutions.
- Contributed to effective decision-making with detailed reports on daily operations.
- Transformed internal structure to meet changing operational demands.
- Minimized employee turnover and human resources costs through proactive approaches and careful management.

Director of Emergency Social Services

May 2004 - May 2010

American Red Cross | Flagstaff and Yuma, AZ

- Achieved program goals by effectively motivating and supervising response leaders, technical responders, and clerical staff.
- Coordinated effective interdepartmental collaboration through open communication between program staff.
- Accomplished financial targets through sound administration of fiscal operations.

COMMUNITY SERVICE

City of Albuquerque, One ABQ Volunteers Advisory Board

February 2018 - Present

Dress for Success Albuquerque, Advisory Board Member

August 2019 – Present

EDUCATION

Bachelor's of Arts - Humanities with Minor in Public Administration

November 2020

Northern Arizona University, Flagstaff, AZ

Masters of Legal Studies

May 2022

Arizona State University, Tucson, AZ