

SHKIBA SAMIMI-AMRI

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Excellent Customer Service • High Integrity • Problem Solver • Strong Team Culture

EXPERIENCE

DEPARTMENT OF HEALTH CARE SERVICES

Sacramento, CA

Staff Services Manager I (7/2019 – present)

- Leadership/Supervisory – Energize and create a sense of direction, purpose, excitement, and momentum for Waiver Unit's goals and objectives. Champion a culture of learning, continual development, and empowerment. Foster a positive environment through encouraging efficiency, collaboration, and innovation to achieve results.
- Recruitment/Talent Management – Recruit, select, and develop effectively to retain world-class staff. Develop, coordinate, and manage all aspects of recruitment: Develop detailed duty statements with specific requirements of to target specific candidates. Set specific criteria to narrow a large pool of candidates. Set controls to test specific skill set required for certain positions. Utilize social media to attract a diverse candidate pool and referrals.
- Project Management Oversight – Oversee assignments and development of staff in performance of basic and advanced program analysis, project management, documentation control, legislative analysis, budget development and fiscal forecasting, and other administrative tasks. Ensure work is thoroughly analyzed and compliant with deadlines.
- Process Improvement/Presentations – Present major program issues/recommendations for discussion and decision in a logical manner to management. Ensure process and procedures are developed and followed. Encourage staff in seeking constant improvement in processes and procedures to create efficiency and effectiveness.

GOVERNOR'S OFFICE OF EMERGENCY SERVICES

Mather, CA

Emergency Services Coordinator (3/2018 – 6/2019)

- Emergency Management Programs, Policies and Procedures – Managed the Executive Duty Officer (EDO) Program: Lead in conducting needs assessment, developing, and administering workshops, training, and exercises pertaining to Response Operations. Reviewed, maintained and developed all related EDO procedures, policies, and protocols in coordination with internal and external partners.
- Project Management – Assisted Operational Readiness Program with the development, maintenance, and training of staff, including all related systems and procedures. Developed database for tracking and maintaining data of each activation of the State Operations Center (SOC) and provided report to Executive. Assisted with SOC Modernization project, and lead in organizing the CalEOC project. Coordinated response & recovery efforts in requesting or assisting other states through Emergency Management Assistance Compact (EMAC). Reviewed and approved reimbursement packets from other State partners. Trained individuals, during activations, on EMAC process.
- State Operation Center (SOC) Activations – Was active member of Incident Support Team. Planning Unit Lead in charge of developing and training on the Incident Action Plan. As the Senior Response Officer, liaison to the SOC Director, ensured all procedures and processes were implemented and managed any operational gaps. Provided training and resources for different sections of the SOC when needed.

Associate Budget Analyst (4/2017 – 3/2018)

- Budgetary projects – Analyzed, reviewed and trained on position control. Prepared Schedule 8 and 7A. Reviewed Transfer Budget Allotments for accuracy, entered adjustments, released batch and closed out into CalSTARS. Reviewed, tracked and approved all Requests for Personnel Action. Reviewed, processed, and approved Out-of-State Travel requests. Presented and trained on Out-of-State Travel request process and procedure to Cal OES employees. Reviewed and processed grant related documents associated with Grants Management unit. In charge of Capital Outlay BCPs.
- Improvement Projects – Developed and trained on policies and procedures to increase efficiency and effectiveness of Budget Office. Ensured compliance with Department of Finance and Department of Human Resources' regulations, policies, and guidelines. Represented Budget Office in Lean6Sigma Request for Personnel Action Improvement project.

DEPARTMENT OF COMMUNITY SERVICES & DEVELOPMENT

Sacramento, CA

Associate Governmental Analyst (8/2016 – 3/2017)

- California Earned Income Tax Credit Grant (Cal EITC) program – Designed, developed and trained on Evaluation Packet and Process for evaluators of Cal EITC Grant applications. Oversaw 15 Cal EITC Grantees: reviewed, audited and approved contracts, scope of work, analyzed budgets and timeline to ensure successful outcomes and progress of program. Conducted training for Grantees on Contract, Progress Report, and Expenditure Activity Report System.
- Improvement Projects – Revamped new employee training curriculum. Developed and trained on standard operating, SharePoint folder, and templates to keep team organized and track ongoing projects. Created and posted blogs for the Providers' Website.
- Meetings/Group involvement – Attended and presented at Community Action Committee meetings, State Interagency Poverty Working Group, Grantee Coordination meetings, and Division meetings.

LINCOLN FINANCIAL GROUP

San Ramon, CA

Director, Planner Development (1/2013 – 7/2016)Leadership / Managerial

Managed 17 Apprentice Advisors to ensure they successfully achieve their business goals, develop business infrastructure, and provide exceptional service to existing and new clients. Coached, mentored, and trained Advisors in areas of business management, product knowledge, sales, marketing, and tools/technology. Established objectives and metrics with Advisors, held them accountable in achieving goals. Designed/ generated individual tracking reports and group sales reports. Audited Advisors' business annually.

Business Processes / Business Management

Developed a comprehensive on-boarding/coaching program for New Advisors. Designed an 8-week training curriculum covering various topics. Created 5-Star Client Service model for Account Review process and Life Insurance Process. Kept Advisors compliant with industry regulations (FINRA) and policy and procedures. Reviewed Advisors' monthly commission to ensure Advisor and Leadership goals and objectives are met in areas of commission, club qualifications, and program usage

Financial Planner (7/2012 – 7/2016) ParaPlanner (10/2011 – 7/2012) Marketing / Sales Assistance (1/2011 – 9/2011)

EDUCATION & PROFESSIONAL DEVELOPMENT

Masters in Business Administration, UNIVERSITY OF PHOENIX, CA

Bachelor of Arts, Business/Economics, UNIVERSITY OF CALIFORNIA SANTA BARBARA, CA

CA Innovation Playbook for Government Change Agents Alumni Association – member

Emergency Management Specialist – certificate

State Operations Center Type III – credentialed

Proficient in PC and MAC