

MICHELLE M. PERKINS

152 Devonshire Drive · DeKalb IL, 60115
815.739.3917 (c) · perkins208@comcast.net

PROFESSIONAL PROFILE

Highly motivated senior level manager with more than five years experience in public housing authority operations. A proactive leader with experience guiding professional development of employees across departments. Excellent communication and problem solving skills. Significant experience working with diverse populations and people of various socio-economic backgrounds. Detailed knowledge of HUD regulations for PHA programs, HUD funding systems and both HUD and local landlord and tenant regulations.

PROFESSIONAL EXPERIENCE

DeKalb County Housing Authority [2006- Present]

- Operations Manager
 - Proactive leader responsible for overseeing all Authority operations and staff.
 - Detailed knowledge and ability to manage Public Housing operations to achieve 98%+ occupancy levels; assessment of evolving PHAS performance measurements and execution to achieve program High Performer status, while supporting transition to Asset Management model; lead and set expectations for resident relations.
 - Detailed knowledge and ability to manage Housing Choice Voucher Program to achieve 98%+ utilization and achieve SEMAP program High Performer status.
 - DeKalb County Continuum of Care Lead Contact, responsible for Homeless Assistance Grant Submission, data coordination for the Housing Management Information System (HMIS). Facilitate Shelter Plus Care Roundtable meetings with Authority staff and outside agencies.
 - Management and planning of agency IT requirements and hardware and vendor contracts; administration of HAB housing management software and HUD submission programs for EIV, WASS and PIC and related staff training.
 - OMA & FOIA Certified, agency second tier officer responsible for internal and external monthly dissemination of agency meeting information.
 - Developed and managed diverse grants from submission to award, project completion and result reporting; grants from \$10,000 to approximately \$1.5 million, including Capital Fund program grants, non-program IKE and DCCF, energy savings and modernization grants and Digital Divide and BTOP technology grants.
 - Instrumental in agency planning including annual budgets, policy development, staff supervision and training.
 - Integral part of agency procurement and contract management, ranging from construction to service contracting.
 - Responsible for annual submission to HUD of agency Annual Plan, PHAS and SEMAP.

Kishwaukee Health System [2003 – 2006]

Assistant to multiple KCH departments; Diabetes Education Center, Kishwaukee Cancer Care Center, Kishwaukee Corporate Health, Kishwaukee Health Marketing & PR.

Technical Training Consultant Services [1999-2006]

Private consultant providing customized software training to multiple local area business.

- Kishwaukee Health Systems [2001–2005]
 - Web Based Email training for 300+ employees
 - Computers for Physicians training series
 - MS Word & Excel Level 1 & 2
- Genoa Kingston School District 424 [2003]
 - Provided staff with customized Internet Skills and PC Maintenance training
- Kishwaukee Community College [1999]
 - Instructor for Introduction to Windows

MICHELLE M. PERKINS

Arthur Andersen LLP [1988-2002]

- Senior Intranet Web Designer [2000-2002]
 - Responsible for maintaining the Assurance & Business Advisory global intranet home page, including story solicitation and editorial calendar.
 - Design and develop web pages in Microsoft Front Page and Macromedia Dreamweaver.
 - Supervise the creation of new intranet content and assure quality control of content.
 - Design and develop basic Lotus Notes forms, surveys and applications.
- Senior Technical Support Analyst [1988-2000]
 - Provided technical training for Andersen personnel (16 hour new hire orientation along with beginning to advanced levels of computer applications and techniques).
 - Developed instructor-led end user software training courses, manuals job aids, quick reference materials.
 - Responsible for all technology related communications (researched possible issues, created the communication, passed through an approval process and then posted and distributed the information).
 - Created and maintained a technologies databases that housed support information, tools and materials for end users to help themselves.
 - Part of the technical team that provided technical support for 1000+ internal customers.

EDUCATION & TRAINING

Public Housing Occupancy Certification [2011]

National Association of Housing and Redevelopment Officials

Public Housing Manager Certification [2008]

Nan McKay & Associates, Inc.

Kishwaukee Community College [1999]

Associates of Science, Cum Laude

COMMUNITY INVOLVEMENT

DeKalb Area Rental Association [2011]

Athena Nominee [2010]

DeKalb Chamber Leadership Advisory Committee [2008-2010]

DeKalb Chamber Public Policy Committee [2008-2009]

Kishwaukee Community College Foundation Benefit Committee [2008-2010]

DeKalb County Sheriffs Citizens Police Academy [2008]

ReNew Our Schools Outreach Co-Chair [2008]

DeKalb County Community Foundation – Technology Committee [2006]

Tri-City Health Partnership Volunteer [2001-2003]

Kishwaukee Community Hospital Volunteer [1999-2002]

Sycamore Child Care Board President [1998-2002]

REFERENCES AVAILALABLE UPON REQUEST