

Patrick McDermott

I believe individuals and communities alike have the power to reshape the world for the better. I see it as my mission to enable them to do this through a forward-looking spirit, a focus on efficiency, and an understanding of the transformative power of people-centered innovation and technology.

EXPERIENCE

Heller Consulting - *Strategy Consultant*

AUGUST 2023 - PRESENT

- Aided organizations like Aquarium of the Pacific and Phoenix Rescue Mission to select a new CRM through a thorough CRM Solution Selection project, complete with conducting discovery sessions, documenting system requirements, conducting system analysis, scheduling vendor demos, and providing a formal recommendation.
- Led Operational Assessments for Food for the Poor and the Jewish Federation of San Diego, consisting of conducting discovery sessions, drafting current state and gap analyses, conducting technical audits and creating action plans for next steps.

School Specialty - *Business Analyst II*

APRIL 2023 - AUGUST 2023

- As a Business Analyst on the Salesforce team for School Specialty, I engaged with internal stakeholders on their needs from our Salesforce implementation, wrote user stories, developed user acceptance criteria for User Acceptance Testing/Quality Assurance (UAT/QA) and helped my team deliver projects on time, on budget and to the satisfaction of our internal stakeholders.

Common Threads — *Digital Operations Manager (July 2020-April 2023), DC Program Manager (April 2016-July 2020), DC Control Study Coordinator (January 2016-June 2016), Chef Instructor (October 2013-April 2016)*

OCTOBER 2013 - APRIL 2023

- Created and led an IT Committee comprising 10 stakeholders from different departments to help craft our IT strategy, identify funding opportunities, and assist with system implementations
- Crafted the org.'s first-ever annual IT strategy informed by internal assessments of our current state and prioritization process that identified cybersecurity as our primary focus
- Developed the org.'s first-ever IT budget, complete with assessment of current spend, cost savings recommendations and proposed spending in line with priorities identified in IT strategic plan

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WHAT I BRING

Self-Starter

Future-Oriented

Innovative

Problem-Solver

Challenge-Oriented

Collaborator

Teacher

Competitiveness

Ability to Switch Gears Fast and Often

WHAT I KNOW

Google Workspace & Microsoft 365

Salesforce Clouds (Nonprofit, Experience, Sales, & Service)

FormAssembly

Apsona

1Password

Adobe Document Cloud

Slack

Zoom One & Phone

Asana

Jira/Confluence

Smartsheet

Wordpress/Squarespace

MailChimp

Zapier

Click & Pledge

- Initiated and led an org.-wide transition of files from our VPN-connected virtual server to cloud file storage complete with folder tree structures, reference guides, user and group permission settings, and user training
- Initiated, co-led, and completed a 3-year process of selecting, migrating, and configuring an instance of the Salesforce Nonprofit Success Pack for the purposes of transitioning over 50,000 records of data from our legacy CRM
- Served as the primary administrator of our Salesforce org. with over 40 users, which includes devops, troubleshooting errors, processing user profile/permission set requests, changing page layouts, building automations using Flow & Process Builder, installing third-party applications, and building reports/dashboards
- Co-designed and developed a program partnership process utilizing Salesforce Experience Cloud, complete with requirements, prototyping, testing, deployment, and training that involved a custom-built Salesforce community, process automations, Form Assembly forms with conditional logic, and custom objects
- Engaged web developers to rework the login process for the Common Bytes web property to integrate with Salesforce via the SOAP API
- Coordinated with a Salesforce consultant and web developers to create a curriculum access automation utilizing custom objects, API's and Apex
- Co-led the rebuild/rebrand of [Common Threads's website](#) including a server migration and transition to using Wordpress/Divi for CMS/design framework, which has seen over 20% growth in clicks and over 80% growth in impressions since launch
- Led a successful multi-phase project to transition recipe, lesson and resource content from our Common Bytes web property to primary [Common Threads website](#) and our [TEACH Portal](#) (rebranded LMS)
- Developed training and support infrastructure, including onboarding and quarterly training programs and weekly “tech office hours” to serve as an internal help desk to troubleshoot hardware and software issues and encourage user adoption of tools
- Developed a comprehensive operational knowledge base via Google Sites and Slab, complete with over 75 easy-to-understand articles documenting policies, processes, procedures, and more
- Served as the manager/liason to our various operational vendors and managed their contracts, including for our managed IT service provider, Salesforce, Learning Management System provider, Zoom, Asana and more
- Supported online fundraising campaigns by configuring Click & Pledge donation management software, PayPal donate buttons and cryptocurrency donation widgets to raise over \$300K since

Skilljar

Center

Sling

DocuSign

Eventbrite

Pingboard

Final Cut Pro X

Slab

Scribe

HTML/CSS

CERTIFICATIONS

[Salesforce Certified Administrator](#)

[Asana Together Ambassador & Forum Leader](#)

1Password for All

[Google Drive - Cloud Skills Boost](#)

EDUCATION

Moravian University,
Bethlehem, PA
B.A., Political Science

ADDITIONAL EXPERIENCE

Academia

[Shenandoah University](#)
—Advisory Board Member,
Transformative Leadership
Program

Nonprofit & Government
[Americans for Informed Democracy](#), Washington, D.C. —
Global Peace & Security Program
Coordinator

2019

- Supported the Finance team with configuration, deployment, training and support of our expense management solution, Center, complete with the issuance of cards to new employees, deactivation of user accounts, adjusting of credit limits, and editing of expense forms and approval rules
- Developed and deployed a [Virtual On-Demand Program](#) UX process involving Wordpress website pages, a FormAssembly form, and a Salesforce and MailChimp integration via Zapier that has seen over 15,000 students gain access to the program offerings
- Implemented a solution to translate our website into Spanish as a part of the organization's DEI efforts
- Led the effort to make our Virtual Small Bites curriculum more digitally accessible via increasing color contrast on our website, assisting our Curriculum team in converting content to Google Slides, and applying accessibility updates on our LMS
- Organized and implemented multiple revamps of our standard onboarding and offboarding processes for employees via our work management platform, Asana, and our Learning Management System, Skilljar
- Reached over 6,000 children and adults with programming between 2016-20 through partnerships with schools, community-based organizations and health systems, resulting in over 44,000 hours of hands-on cooking and nutrition education and over 35,000 healthy meals and snacks served
- Integrated our Small Bites nutrition education program with the USDA's Fresh Fruit & Vegetable Program distributions of fruits and vegetables during the school day in DCPS elementary schools
- Recruited and managed a team of 8 Chef Instructors and volunteers
- Raised over \$121,000 for DC programming between 2016-2020 through grant proposals, fundraisers and direct service fees
- Represented Common Threads at key thought-leadership events, including the YMCA's Community Integrated Health Conference, BOOST Conference, the DC Food Policy Council and it's Nutrition Education Working Group, and the Office of the State Superintendent of Education's Nutrition Education Strategic Planning Steering Committee
- Co-led the planning and execution of DC's first-ever Nutrition Educators Summit in collaboration with [Children's National Health System](#), [DC Central Kitchen](#), the [YMCA of Metropolitan Washington](#), [Washington Youth Garden](#), and the [Capital Area Food Bank](#)

Global Zero, Washington, D.C.
— "Countdown to Zero" Tour
Roadie

Pennsylvania State Senator
Lisa M. Boscola, Stroudsburg,
PA — *Legislative Aide*

Restaurants

Nooshi, Washington, D.C. —
Server/Bartender

Bourbon Coffee, Washington, D.C.
— *Supervisor*

Tash House of Kabob,
Washington, D.C. —
Server/Bartender

Flat Iron Steak & Saloon,
Alexandria, VA — *Manager &*
Server

Bub & Pops, Washington, D.C.
— *Cook & Supervisor*

Open City, Washington, D.C. —
Managing Cook

Pound the Hill, Washington,
D.C. — *Server, Sous Chef &*
Interim Executive Chef

Good Stuff Eatery,
Washington, D.C. — *Shakista &*
Cashier

Starbucks, Stroudsburg, PA —
Barista

Community Service

Learning Life - Member of the
Board of Advisors

Restaurant Opportunities
Center — *National Storytelling*
Council