

LUIS I. CHAVEZ

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Administrative & Program Support Specialist | Bilingual (English/Spanish)

PROFESSIONAL SUMMARY

Program and operations specialist with 6+ years of experience supporting public-sector and community programs through grants administration, compliance review, stakeholder support, and systems development. Known for organizing complex workflows, building tracking systems, and managing programs end-to-end with accuracy and accountability. Professionally bilingual in English and Spanish.

CORE SKILLS

- Grants & Program Administration
- Compliance & Eligibility Review
- Budget Review & Accuracy
- Process Improvement & Workflow Design
- Data Tracking & Reporting
- Stakeholder & Applicant Support
- Bilingual Technical Assistance (English/Spanish)
- Advanced Microsoft Excel (VBA/Macros)
- Salesforce Proficiency
- Airtable Experience
- Jira Management
- Google Workspace Applications
- Adobe Acrobat Skills
- Microsoft Teams Collaboration

PROFESSIONAL EXPERIENCE

FIRST 5 ALAMEDA COUNTY

Community Programs Specialist (Senior Associate)

Nov. 2025 - Present

- Serve as primary point of contact for Measure C-funded Family Resource Center (FRC) and Family Serving Shelter grants, supporting organizations serving families with children ages 0–5.
- Managed and tracked 59 FRC applications and 26 Shelter applications, overseeing eligibility review, deliberation preparation, and contracting workflows.
- Developed a contract tracking system using conditional formatting to visualize contract status across required components, improving clarity and reducing processing delays.
- Reviewed grant budgets for accuracy and compliance; coordinated directly with applicants to resolve discrepancies and secure corrected submissions.
- Prepared external reviewer packets, tracked scoring completion, and supported deliberation activities.
- Authored and updated FAQs and applicant guidance materials based on recurring inquiries.
- Trained and onboarded a newly hired Community Programs Specialist on grant workflows, communication standards, and tracking tools.

Early Care & Education Technical Assistance Specialist

Jul. 2025 – Nov. 2025

- Provided technical assistance and outreach for the Early Care & Education Emergency Grant (ECEEG), a one-time emergency funding program for childcare providers.
- Conducted 212 outreach calls in English and Spanish, serving as the primary Spanish-language contact for eligible providers across Alameda County.
- Supported application troubleshooting and documentation submission, contributing to over \$3 million in awarded funding.
- Performed in-person site visits and targeted outreach that resulted in new grant applications from previously non-responsive providers.
- Translated outreach scripts and email templates into Spanish to improve accessibility and equity.

EAST BAY MUNICIPAL UTILITIES DISTRICT

Administrative Clerk

Dec. 2024 – June 2025

- Provided administrative and records support across departments, managing confidential files, correspondence, and service improvement documentation.
- Designed and implemented an automated Excel solution using formulas and VBA macros, reducing a multi-hour manual process to approximately 10 minutes.
- Assumed full clerical responsibilities during a colleague's medical leave, rapidly learning new workflows with minimal training.
- Recognized for collaboration and performance with four peer commendations within the first month.

CALIFORNIA DEPARTMENT OF TAX & FEE ADMINISTRATION

Office Technician (Typing)

Nov. 2023 – Dec. 2024

- Maintained taxpayer accounts and records within compliance systems for the Statewide Compliance & Outreach Program (SCOP).
- Independently processed Tax & Fee Clearance Requests, identifying outstanding liabilities and issuing clearance certificates.
- Coordinated with buyers and sellers during business ownership transfers to prevent delays and ensure accurate documentation.
- Provided Spanish-language customer service and translation, earning consistent 5-star satisfaction feedback.

FAMILY BUILDERS BY ADOPTION

Bilingual Family Developer

Apr. 2018 – Feb. 2023

- Supported families adopting from foster care by managing intake, background checks, documentation, and training coordination.
- Tracked family progress through application, training cohorts, and social worker handoff while maintaining post-handoff compliance.
- Coordinated approximately five training cohorts annually and multiple quarterly special-topic trainings.
- Conducted quarterly audits of 25% of active and closed case files per social worker to ensure regulatory compliance.
- Increased audit scores from 18% to 96% in compliance.
- Planned and coordinated two annual agency-wide events serving over 200 attendees.
- Worked extensively with confidential records; Spanish fluency was a core requirement of the role.

EDUCATION

UNIVERSITY OF CALIFORNIA, BERKELEY

Aug. 2014 - May 2018

- *Bachelor of Arts, Social Welfare*
- *Bachelor of Arts, Sociology*