



Felisa Contreras, Lead Writer/Project Organization

Felisa Contreras is an organizing consultant for businesses who specializes in project coordination, strategic plan writing, and developing and streamlining administrative systems that help optimize work efficiency and productivity. Her skills and experience are built upon extensive business and creative writing experience, administrative project work, and a degree in French from a top-ranked college. Her areas of expertise include project coordination, documentation design and writing, and evaluation, development and implementation of administrative support infrastructures for professional individuals and small teams.

Areas of Specialty:

- Documentation design, writing, and coordination
- Administrative streamlining and organization
- Procedure and time management standardization
- Document management
- Administrative infrastructure evaluation
- Administrative assistant team role analysis
- Administrative assistant "best practices" assessment

Selected Projects

Linn County Public Health

Felisa helped design and facilitate LCPH's 2011 strategic planning session. She led the post-session review process with a writing committee made up of staff and a community partner and acted as lead writer of the Strategic Plan document.

Lois D. Cohen Associates

Felisa organized and oversaw the critical path of four simultaneous projects while tracking budgets and overall project adherence to contract requirements. In addition, she supported outreach program development and created written materials such as communication trainings, media releases, and newsletters.

Portland General Electric

Felisa presented "The Principals of Office Organizing" to the AMI Project management team as the management's Team Day guest speaker. The presentation covered fundamentals of organizing and included space and time management, interactive exercises, and a group discussion.

Klickitat County Health Department

Felisa worked with the nurse management and administrative teams to implement a reorganization of the department's shared electronic drive. She held small team trainings at two office locations to demonstrate the improved system and explain new systematized procedures for using the shared resource.

Bushel & Peck One, Inc., Subway Franchisee

Felisa guided the client through a restructure of all paper and electronic document filing systems. She streamlined all paper-flow and project work. She also helped develop and draft the *Manager's Guide to the Universe*, a handbook used at orientation and manager meetings.

Oregon Primary Care Association

Felisa evaluated the administrative infrastructures of the OPCA office including electronic resources as well as administrative assistant team roles. She developed the role of the Executive Assistant to the ED and coordinated the tasks and duties of the administrative assistant team to create a more effective support system.

Education:

B.A., January 1999—Smith College, MA

JYA Paris Program, 1995-1996—La Sorbonne, France

French program, 1992-1993—EF Ecole Internationale de Français, France

Professional Affiliations:

Member—National Family Planning and Reproductive Health Association

Past Board Member—The Link for Women

Accolades:

"I can't tell you how helpful you have been and how this will influence my ability to perform at a higher level. Many thanks!"

~ *Cindy Tortorici, CEO/President, The Link For Women LLC*

"Felisa provided my organization with excellent problem solving and guidance regarding improving our administrative infrastructure and getting the most out of our administrative team."

~ *Craig Hostetler, Executive Director, Oregon Primary Care Association*

"[Our employee] is thrilled with what he is learning from you! It makes me happy to be able to help him in this way."

~ *Maureen Shaw, Supervisor, Workforce Planning and Staffing, Portland General Electric*

"It feels like we're in sync which is what I care about the most. Your effect really has been contagious."

~ *Susan Clark, HeartSpark, LLC*

"The in-boxes and the to-do notebook are working well. I can easily identify tasks that need to be done and know right where to find them."

~ *Danny Fajardo, Staffing Specialist, Portland General Electric*