

KATELYNN WHITE

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SUMMARY

Operations and program manager with three years of experience in growing nonprofit and behavioral health organizations where much of the operating structure was still being built. My work has centered on finding what was missing and building practical responses, from onboarding and information systems to AI-assisted workflows and tools. M.A. in Organizational Leadership (Change Leadership), with a background in psychology.

CORE SKILLS

Program Operations · Process Improvement · Workflow & Process Design · Training & Onboarding Design · Knowledge Management · Organizational Analysis · Change Management · AI-Assisted Tool Development · AI Adoption & Utilization Analysis

PROFESSIONAL EXPERIENCE

Sierra Meadows Foundation — Community Nonprofit, Fresno, CA

Apr 2023 – Aug 2026

Program Manager

Jun 2024 – Aug 2026

- Managed day-to-day program operations as the nonprofit grew, coordinating staff and volunteers, scheduling, documentation, and community-facing work while clarifying processes and responsibilities as needs changed.
- Integrated AI into day-to-day program work across onboarding and training materials, internal documentation, information organization, volunteer management, grant research and writing, donor communications, and other recurring administrative work.
- Created onboarding and training resources and developed internal systems for organizing program information, records, and recurring workflows, reducing reliance on information being passed informally from one person to another.
- Expanded external program support through university and community partnerships, coordinating master's-level clinical intern placements, volunteer recruitment and supervision, sponsor outreach, and annual fundraising events.

Office Manager

Apr 2023 – Jun 2024

- Built administrative structure for a growing community program, creating order around intake, scheduling, records, volunteer coordination, and outreach as needs expanded.
- Handled correspondence, vendor coordination, documentation, and day-to-day organizational logistics.

Tatum Psychology Employment Group — Behavioral Health

Aug 2025 – Jul 2026

Program Manager

Jan 2026 – Jul 2026

- Identified the need to evaluate an AI documentation rollout after estimated time savings of two hours per clinician per week were used to raise productivity expectations; developed an assessment of actual use and reported savings, interpreted findings alongside relevant research, and presented evidence-based recommendations to executive leadership.
- Stabilized operations through substantial staffing and program change, coordinating responsibilities, communication, scheduling, documentation, and patient movement when established workflows were disrupted.
- Improved coordination around participant transitions by creating structured check-ins and clear onboarding and step-down resources, giving teams a more consistent way to track changing needs.

Operations Supervisor

Aug 2025 – Dec 2025

- Coordinated day-to-day operations across two behavioral health programs, including staffing, scheduling, capacity, admissions, and documentation, working across clinical and administrative functions and supervising two multidisciplinary program teams.

EDUCATION

M.A., Organizational Leadership — Gonzaga University

2026

Concentration: Change Leadership — organizational diagnosis, systems thinking, organizational change, evidence-informed decision making.

- **Capstone — Organizational Systems Diagnostic Toolkit:** a workbook that moves a leader from a presenting problem through evidence, patterns, assumptions, and competing explanations before settling on a response. The AI utilization analysis above was its applied case; each shaped the other.

B.A., Psychology — California State University, Fresno

2024

Research Assistant, Stigma Research Laboratory (2023–2024): research on stigma and on how people access community resources.

TOOLS ChatGPT, Claude, Google Workspace, Microsoft Office, Kipu EMR, Givebutter, Supabase, Netlify, GitHub