

# BILLIE-JOANN SLINGERLAND

Results-Driven Operations Leader

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## PROFILE

Highly accomplished Operations Leader and Strategic Partner with 20+ years of experience providing second-in-command support for mission-driven organizations. Expert in translating organizational vision into compliant, scalable infrastructure (SOPs) and fostering economic resilience. Lifelong Schoharie County resident and Gilboa-Conesville alumna with a proven track record of mentoring staff and supporting local small business growth.

## CORE COMPETENCIES

- Organizational Leadership: Strategic Planning, Talent Acquisition (Recruitment/Onboarding), HR Processes.
- Economic Development: Small Business Support, Digital Design, Community Event Marketing.
- Project Management: Budgeting, System Migration (Fasbound), Data Security & SOP Development.
- Team Development: Staff Mentorship, Performance Reviews, Cross-functional Leadership.
- Technical Stack: Asana (Expert), HubSpot CRM, MS Office (Advanced), SharePoint, Adobe Creative Suite, Canva, Slack.

## OPERATIONAL LEADERSHIP EXPERIENCE

**Digital Action | Remote**

**Director of Operations | March 2024 - December 2025**

### Key Achievements:

- Lead global operations for a human rights organization, managing multi-country workflows and talent acquisition lifecycles (recruitment, onboarding, and offboarding).
- Implement operational best practices and SOPs to improve transparency and data security in a high-stakes environment.
- Manage executive communications and complex logistics for Co-Executive Directors across global time zones.

**The Rensselaerville Institute**

**Director of Operations | December 2006-May 2024**

### Key Achievements:

- Served as a key leadership partner for 18 years, overseeing HR, administration, and facilities management.
- Initiated comprehensive reviews of program operations and policies, significantly enhancing efficiency and documenting best practices.
- Acted as a mentor to junior staff, providing career progression support and fostering a collaborative, mission-driven culture.
- Spearheaded the end-to-end implementation of the school and community database system, migrating thousands of records with 100% accuracy.

**Schoharie County Small Business Creative Support  
Local Consultant / Project Lead | Ongoing- When Needed**

**Key Achievements:**

- Main Street Vitality: Design and marketing for community events, including the Schoharie Soup Stroll assets.
- Digital Revolution: Executed website design and digital branding for Farmers Beef & Brew; produced and edited video content to enhance online presence.

**Farm Family Insurance Company |  
Assistant to VP of Life Operations | December 2013-June 2014**

**Key Achievements:**

- Served as a key liaison across multiple locations, facilitating collaboration and information flow within a distributed structure.

**Liberty Group | Capital Region, NY  
Project Implementation Specialist | One-Time Project**

**Key Achievements:**

- Drive operational efficiency by auditing and migrating critical data systems to ensure compliance.

## **EDUCATION & CERTIFICATES**

- **Associate of Applied Science (Paralegal & Criminal Justice)** | Schenectady County Community College
- **High School Diploma** | Gilboa-Conesville Central School
- **Servant Leadership Certificate** | Cornell University

## **TECHNICAL TRAINING**

Search Engine Optimization (SEO), AI for Productivity, and Advanced Google Workspace.

## **VOLUNTEER & COMMUNITY ENGAGEMENT**

Deeply involved in Schoharie County community networks; advocate for local small business development and digital equity.