

HELEN SINGH

SVP/Chief Operating Officer



Areas of Practice

Program Development
Office Management
Marketing
Human Resources
Quality Control
Customer Service
Vendor Management
Operations & Logistics
Community Services

Education/Qualifications

Bachelor of Science
Degree/Family &
Community Services:
Syracuse University

Associates Applied
Science Degree/Social
Work: Mohawk Valley
Community College

Extensive Coursework &
Training in Management;
Human Resources; and
Accounting

Principal Areas of Practice

A highly skilled business professional with diverse management, operations, program development and quality control background. Proven ability to provide corporate-level leadership in diverse, fast paced environments. Over 25 years managerial and supervisory experience in business and finance fields with strong knowledge of accounting, IT, and logistics. Exceptional communicator with extensive presentation and teaching experience.

Experience

T. Gschwender & Associates, Inc. – Chief Operating Officer (2012-Present)

As Chief Operating Officer, manages day-to-day operations of the company. Provides overall direction and guidance regarding process development, policy formulation, goal setting and workflow management for organizational success.

Prior Career Highlights

MANAGEMENT: At an oversees Family Support Center servicing over 10,000 members of an Air Force community: managed a base-wide Family Readiness program designed to prepare and assist military members and their families during times of stress and separation. Recognized by the Base Commander as “a key player during the Kosovo conflict, who immediately stepped up to provide support services to military members and their families.”

OPERATIONS: As part of the multi-functional Operations Team, helped to ensure that our warfighters receive the right product, at the right time, at the right location.

PROGRAM DEVELOPMENT: Responsible for implementation of the Agency training program for over 200 employees. Recognized at annual conference with the Training Coordinator “Indispensable Partner” Award.

COMMUNITY SERVICES: Developed innovative “first of its kind” county-wide program of community education and advocacy services for students with disabilities.

QUALITY CONTROL: Oversaw and supervised day-to-day operations of a Medicaid waiver program under contract with the Texas Dept. of Human Services, serving 100 clients with developmental disabilities.