

# Isadora Abrantes

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## Profile

Multilingual and multicultural professional, with across the globe education and work experiences. With solid experience in healthcare and nonprofit management. Successfully built and developed departments from ground up while spearheading technological modernization projects and simplification of internal processes. Fast learner, with substantial experience working with minimal or no supervision, limited resources, and high-quality standards. Excels at time management focusing on cost efficient solutions and customer-driven outcomes.

## Main Work Experiences

### Business & Marketing Manager

*Our Clubhouse(Nonprofit)*

**Pittsburgh, PA**

Aug 2018 – Present

- Manage overall financial and administrative operations, including all accounting procedures.
- Lead yearly audit process in compliance to internal controls and federal requirements.
- Write and update internal procedures and guidelines to meet best time efficiency practices.
- Propose and manage large scale projects from scope to reporting results.
- Manage employee benefits, onboarding, and overall Human Resources procedures.
- Act on full donation life cycle, entering and maintaining donor information accuracy.
- Manage donor CRM platform and act as its administrator and onboarding liaison with the team.
- Sort and map out donations by source and write donor communication letters accordingly.
- Act as Microsoft Office 365 administrator and tech support for the team.
- Control operational and facility budgets to minimize expenses and ensure proper use of resources.
- Update and maintain Board of Directors related information and manage endowment account.
- Negotiate agreements, pricing, and manage overall vendor, partners and banking relationships.
- Recommend and manage IT improvement and modernization projects.
- Prepare and manage all incoming and outgoing shipments and correspondence.
- Create and recommend visual communications templates to meet branding guidelines.

### Volunteer Administrative Assistant

*The National Aviary(Nonprofit)*

**Pittsburgh, PA**

Jan 2018 – Aug 2018

- Acted as support for the Development Department with overall administrative tasks.
- Opened, reviewed and sorted donation requests received through mail or email.
- Entered donation requests into CRM eTapestry system.
- Sorted and approved or rejected requests in accordance to organization's guidelines.
- Performed advanced Internet research to ensure donor database accuracy.
- Assisted with fundraising events organization and venue set-up.

## Events Analyst

*HCor(Hospital do Coracao)*

**Sao Paulo, Brazil**

May 2015 – June 2017

- Developed medical events department alongside leadership and C-level executives.
- Planned, strategized, managed and reported on projects following scope and objectives.
- Formulated communication plans and marketing strategies to meet goals.
- Created quality and standard policies and procedures focused on customer experience.
- Managed schedule for seminars, conferences, and meetings organization wide.
- Assisted with translation of medical and legal documents from English to Portuguese.
- Kept projects on budget, quality standards, and in compliance with internal guidelines.
- Coordinated on-site logistics, venue set-up, staff training, and overall vendor relations.
- Negotiated and coordinated procedures with major stakeholders and sponsors.
- Oversaw accordance with medical compliance, legal and billing procedures.

## General Operations & Marketing Manager

*Tomosantos(Radiology & Imaging Clinic)*

**Santos, Brazil**

Nov 2011 – Apr 2015

- Oversaw general operations, maintaining workflow and controlling budget.
  - Coordinated marketing campaigns with advertisement agencies.
  - Created standards and processes for visual communication.
  - Managed employee benefits, payroll and overall Human Resources procedures.
  - Participated actively in healthcare quality certification processes(ISO 9001).
  - Managed relationship with banks, vendors, partners and insurance companies.
  - Acted as liaison between organization and third party/government agencies.
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## Education

### MBA with emphasis in Healthcare Management

**2016**

Fundacao Getulio Vargas (FGV) – Sao Paulo, Brazil

### Postgrad in Business Administration

**2013**

Fundacao Getulio Vargas (FGV) – Sao Paulo, Brazil

### Bachelor's degree in Social Communications and Marketing

**2008**

Fundacao Armando Alvares Penteado (FAAP) – Sao Paulo, Brazil

Universite Paul Valery – Montpellier, France

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## Tech Skills

- Microsoft Office
- Office 365 Admin and SharePoint
- Adobe Acrobat and Adobe Photoshop
- Nonprofit CRM Management
- Quickbooks Online and Desktop
- Experience with: Asana, Bill.com, Canva, Slack, Trainual, Work Patterns, Teams and Zoom.

## Language Skills

- English Proficiency
- Portuguese Proficiency(Native)
- French Advanced knowledge
- Spanish Intermediate knowledge