

Contact

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Top Skills

Event Management
Customer Support
Attention to Detail

Ramona Ramos, MPA

An energetic, adaptable, and passionate leader. Prepared to create sustainable partnerships with compelling results.

Greater Milwaukee

Summary

20+ years experience in non-profit work as well as government agency service. Alum of Public Allies Milwaukee with over 1,700 hours of leadership training. Excellent networking, customer service, and problem solving skills. Well trained in managing large and small groups in meeting specific program goals.

Experience

Public Allies Wisconsin

Director of Strategic Partnerships

January 2023 - January 2025 (2 years 1 month)

Milwaukee, Wisconsin, United States

As the Director of Strategic Partnerships at Public Allies Wisconsin, I lead the recruitment and engagement efforts to establish a thriving Public Allies Milwaukee Partner Network, fostering robust relationships among stakeholders. With a commitment to growth and community impact, I create and establish up to 45 partnerships annually with local nonprofits, government organizations, and schools. I actively manage and support these partnerships to ensure a high retention rate while driving program innovations to elevate quality, impact, and cost-efficiency. Collaborating with cross-sector stakeholders, I strategize Alumni Mobilization initiatives to support career and community-change goals. Additionally, I coordinate Public Allies Wisconsin events and undertake various program-related responsibilities to advance our mission of transformative leadership development.

Centene Corporation

Member Advocate

February 2022 - January 2023 (1 year)

Wisconsin, United States

Managed Health Services (MHS) HMO. Provide oversight and assistance in activities related to the medical and psychosocial aspects of utilization and coordinated care of participants, while ensuring integrity of patient health information and working relationships with other departments.

Wisconsin Department of Health Services
Income Maintenance Specialist Advance
September 2011 - February 2022 (10 years 6 months)
Milwaukee, Wisconsin, United States

Milwaukee Enrollment Services, a division within The Department of Health Services (DHS) with the state of Wisconsin; promoted the health and safety of recipients, by assessing needs, and ensuring positive health outcomes in the areas of abuse prevention, mental health, public health, family care, and long-term care. Through Milwaukee Enrollment Services (MILES), served Milwaukee County residents to determine eligibility for Medicaid, BadgerCare Plus, FoodShare and other income maintenance assistance programs.

Community Advocates, Inc.
Utility Specialist
June 2008 - September 2011 (3 years 4 months)
Milwaukee, Wisconsin, United States

Processed applications for eligible Milwaukee County residents to receive one-time, annual payment toward heating and electric bills as part of the state Energy Assistance Program. Was instrumental in the development and service delivery of the Healthy Moms Healthy Babies program addressing the fetal mortality rate disparities in the City of Milwaukee. A thorough examination in identifying other variables impacting the participant's needs allowed the agency to apply approaches in program implementation.

La Causa, Inc.
Family Support Specialist
November 2007 - June 2008 (8 months)
Milwaukee, Wisconsin, United States

Provide leadership and coordination of family and health services for families and their children through collaboration with the Milwaukee County Public Health Department home visiting nurses program.

United Community Center
Recovery Support Coordinator
May 2003 - June 2006 (3 years 2 months)
Milwaukee, Wisconsin, United States

Human Service department bilingual/bicultural substance use disorder (SUD) treatment program, and grants from federal, state and county funding. Supported the development of long-range strategies and work plans for the program to carry out federal, state, and county goals and priorities aimed

at improving effective outcomes. Provided direct services to individuals in residential treatment, day treatment, and outpatient treatment programs.

Public Allies Wisconsin

Program Manager & Recruitment Director

September 2001 - April 2003 (1 year 8 months)

Milwaukee, Wisconsin, United States

A graduate of the 10-month extensive leadership training, apprenticeship program (2002). As a Program Manager and Recruitment Director (2003), I managed a group of Ally participants in the program implementing an asset based leadership development model, utilized a 3 way coaching methods, and assisted in the fulfillment of participant and agency direct service goals. This was in addition to conducting outreach in selection of partnering agencies and new applicants. Furthermore, supporting company-wide initiatives as needed, including recruiting, mentoring, alumni engagement, and events.

Education

Upper Iowa University

Master of Public Administration - MPA, Public Management · (2017 - 2019)

Upper Iowa University

Bachelor's degree, Human Services · (2010 - 2012)

Alverno College

Associate's degree, Community Leadership & Development · (2008)