

Shalande “Shaay” Midy

Houston, TX | (317) 749-2864 | Shaaym0515@gmail.com | linkedin.com/in/shaay-midy-b1a737348

PROFESSIONAL SUMMARY

First-generation college graduate with 5+ years of experience in program operations, budget management, and stakeholder relations across nonprofit, community, and household-management settings. Skilled in building organizational systems, managing vendor and community relationships, and keeping programs running smoothly and accountably over the long term. Currently pursuing an MBA to formalize a transition into Human Resources and People Operations, pairing hands-on people-management experience with growing analytical and HR-specific skills.

EDUCATION

Master of Business Administration

Aug 2026 – Present

Texas Southern University, Jesse H. Jones School of Business | Houston, TX

Bachelor of Science in Business Administration

Graduated May 2023

Indiana Wesleyan University | Marion, IN

PROFESSIONAL EXPERIENCE

Operations & Household Manager

Jul 2022 – Present

The Daniels Family | Houston, TX

- Manage full-scale operations — scheduling, logistics, and coordination — for a high-functioning household over a multi-year engagement
- Reduced scheduling conflicts by 40% through proactive planning, clear communication, and real-time problem-solving
- Built and maintained organizational systems, documentation, and progress reporting to ensure long-term consistency and accountability

Program Strategy & Operations Director

Apr 2023 – May 2026

National Society of Black Women in Medicine | Houston, TX (Remote)

- Directed program operations and managed budgets exceeding \$10K annually, negotiating vendor contracts to reduce costs by 15%
- Built and managed multi-channel stakeholder engagement strategies, growing organizational visibility by 40% across partner institutions
- Served as primary point of contact for community and organizational stakeholders, cultivating long-term working relationships across Houston
- Coordinated cross-functional outreach initiatives, managing logistics, communications, and reporting to support organizational growth

Social Media Coordinator (Internship)

Jan 2024 – Jan 2025

She Got Game | Houston, TX

- Increased Instagram engagement by 50% through creative content series and athlete spotlights
- Led seasonal campaigns aligned with organizational goals, growing audience and brand consistency

Independent Operator (Freelance)

Jan 2020 – Dec 2022

Airbnb | Indianapolis, IN

- Maintained 5-star Superhost status across 100+ guests over three years through consistent, high-touch service delivery
- Grew monthly occupancy by 20% through optimized scheduling and process automation, reducing booking errors by 35%

Program Coordinator

Feb 2020 – Jul 2021

Westminster Neighborhood Services | Indianapolis, IN

- Directed youth programs for 40+ students, coordinating staff, scheduling, and day-to-day program operations
- Executed 10+ community events annually with no budget overruns
- Revamped attendance-tracking systems to improve long-term compliance reporting accuracy

Recreation & Athletics Program Assistant

Aug 2018 – Dec 2020

Ivy Tech Community College | Indianapolis, IN

- Coordinated event logistics and staffing for 100+ student athletes across multiple seasons
- Managed facility scheduling and resource/inventory planning to ensure smooth day-to-day operations
- Compiled attendance and participation data to support budget planning and performance reporting

CORE COMPETENCIES

Program & Operations Management | Budget Management & Vendor Negotiation | Stakeholder Relationship Management | Team & Volunteer Coordination | Community & Employee Engagement | Data Reporting & Compliance | Cross-Functional Communication | Process Improvement & Systems Building