

Maria Caccavale

PROGRAM DIRECTOR, SANCHEZ CHARITIES

SANCHEZ CHARITIES, LLC



CONTACT



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SANCHEZ

SUMMARY OF QUALIFICATIONS:

Dynamic leader with over 20 years of experience in program management, operations, and community engagement. Proven ability to create inclusive workplaces, train and empower adults with special needs, and deliver programs that strengthen community connections. Skilled in strategic planning, team leadership, budget management, and operational excellence. Recognized for building collaborative teams, leading successful initiatives, and driving measurable results in both nonprofit and hospitality settings.

AREA OF EXPERTISE:

- Manages and organizes community outreach programs, including the McKinney Little Free Pantry and the Collin County NeighborHub of McKinney.
- Leadership & Management: Team Leadership, Staff Development, Inclusive Workforce Training, Program Oversight, Performance Reviews, Cross-Department Collaboration.
- Operations & Strategy: Strategic Planning, Budget Management, Resource Allocation, Regulatory Compliance, Risk Management, Process Improvement.
- Community & Customer Engagement: Volunteer Coordination, Stakeholder Relations, Event Planning, Guest Experience, Program Development, Community Outreach, Block Captain Activities, Complaint Resolution.
- Strengths: Adaptable, Reliable, Organized, Results-Oriented, Collaborative, Innovative, Mission-Driven.

EXPERIENCE:

Program Director

Sanchez Charities – McKinney, Texas – 501(c)3

08/2024 – Present

- Lead multiple programs from inception to execution, ensuring alignment with organizational goals and measurable outcomes.
- Design comprehensive programs with clear objectives, timelines, and resource plans to support strategic vision.
- Direct and coordinate a diverse team, fostering collaboration, inclusion, and high performance.
- Track performance metrics, analyze data, and implement improvements to enhance program impact.
- Serve as primary liaison for stakeholders, maintaining strong relationships with partners, clients, and community leaders.
- Develop and manage budgets, allocate resources efficiently, and ensure financial sustainability.
- Ensure compliance with legal, regulatory, and organizational standards while proactively managing risks.

Restaurant Manager / Block Captain

Hugs Cafe, Inc – McKinney, TX – 501(c)3

09/2015 – 05/2024

- Directed daily operations of a café dedicated to training and employing adults with special needs, ensuring exceptional food quality and a welcoming atmosphere.
- Recruited, trained, and supervised staff, improving performance and reducing turnover through mentoring and individualized support.
- Implemented process improvements that increased operational efficiency and reduced waste by 15%.
- Reconciled daily cash and credit transactions with 100% accuracy.
- Achieved an average customer satisfaction rating of 4.8/5 through exceptional service delivery.

Catering Coordinator

Market Street Culinary School – McKinney, Texas

06/2012 – 08/2015

Culinary Instructor

Market Street Culinary School – McKinney, Texas

06/2006 – 06/2012