

RABIH DOW
Jacksonville, FL 32225

(617) 777-4811

Dow.Rabih@gmail.com

BUSINESS EXECUTIVE

Business Development ~ Diverse Workforce ~ Program/Project Management ~ Change Management

Accomplished manager, skilled in onboarding, training, and motivating diverse personnel in both startup and established operations. Refined and persuasive communication skills, capable of interfacing with Board of Directors, management leadership, frontline employees, and concerned stakeholders. Demonstrated success partnering with providers in private and government sectors.

Leadership

- Change Management
- Strategic Planning
- Partnership Formation

Program/Project Management

- Budgeting /Resource Allocation
- Data Analysis
- Outcome/Reporting

Workforce Diversity

- Recruiting
 - Onboarding
 - Developing Culture of Inclusion
-

KEY DIFFERENTIATORS

- ***Teamwork and Collaboration.*** Facilitated and encouraged inter-departmental program activities by appointing and supervising a team of managers and building a culture focused on sharing ideas with an emphasis on providing a seamless, high-quality continuum of services.
 - ***Innovative Project Management.*** Spearheaded the implementation of a Rehabilitation Center; included responsibility for lifecycle project management spanning collaborative needs assessment and development, site selection and acquisition, facilities, strategic planning, budgets, policies and procedures, staff recruitment and training, program design and development, accreditation, marketing, and regional and national expansion.
 - ***Business Partnerships.*** Established, developed, and strengthened partnerships with government and private clients, universities, allied health services, and professional associations, to improve services and develop new programs.
 - ***Consulting.*** Consulted and guided international government and non-governmental organizations across the Americas, Africa, Asia, and Europe on designing and implementing effective public policy, education, employment, and health care policies.
-

PROFESSIONAL EXPERIENCE

GUIDE DOGS FOR THE BLIND, San Rafael, CA

2019 - 2024

Director of Outreach and Advocacy

Manage outreach and recruiting efforts throughout the United States and Canada for the largest guide dog school in North America. Coordinate advocacy response to reinforce accessibility law and regulations. Direct advocacy initiatives with local and national government agencies and elected officials, private business, and community institutions.

- Advocate for service dog access through legislative efforts and corporate policies.
- Cultivate partnerships with government entities and nonprofits to enhance program visibility and service delivery.
- Oversee marketing efforts and develop educational materials for outreach initiatives.

-Led grassroots campaigns advocating for accessibility rights and navigating conflict resolutions for service-dog handlers and employers.

THE IRIS NETWORK, Portland, ME

2015 - 2018

Director of Program Services

Lead and guide managers of 6 divisions charged with developing, marketing, monitoring, optimizing, and evaluating a diverse suite of state-wide community-based services.

- Guide implementation of short and long-range strategic initiatives focused on business development, as well as providing lifecycle project management on new program development activities serving about 1000 client in FY 2018.
- Manage budget and team of forty state-wide employees with overall accountability for program planning, program evaluation, and reporting requirements.
- Guide program adjustments as needed to increase efficiency, feasibility, and quality assurance.
- Ensure contract and grant requirements and objectives are met for funding sources by reviewing programs to evaluate outcomes, budgets and staff utilization in partnership with senior leadership; Build a forward thinking and positive work culture within the newly formed innovative Rehabilitation Center through successes in onboarding, training, and motivating a diverse staff.
- Champion success of Iris Network Rehabilitation Center by forging effective partnerships with staff, board members, and business partners to generate buy-in, mitigate risk, and ensure adherence to vision.
- Facilitate business development, marketing, and external communications in collaboration with Director of Development and Communications to provide program information and co-author a range of foundation and corporate grant applications, newsletters, annual reports, brochures, and presentation.
- Supervise the management of Iris Park Apartments, an innovative 30-unit low-income building with Assisted-Living services facilitating independence for residents with multiple disabilities.
- Leverage innovative applied science research and tools such as virtual reality to enhance curriculum, program design, and potential new business endeavors.

THE CARROLL CENTER, Newton, MA

1995—2014

Director of Rehabilitation Services and International Training

Promoted to increasing leadership roles over 17 years for a nationally prominent agency serving people who are blind and visually impaired through rehabilitation, technical training, and workforce development programs; included responsibility for program and personnel management, marketing outreach, public relations/communication, and international consulting.

- Directed over 60 employees and consultants to ensure program delivery; includes responsibility for budget, recruiting, onboarding and mentoring.
- Case-manage 200 Transition-age and adult constituents annually deciding eligibility/admissions, determining individualized goals, managing employment services including work evaluations, career development programs, work internships and job placements, and employer support services.
- Supervised state-wide Mobility specialists and Vision Rehabilitation therapists and nurses charged with providing on-site evaluation and both individualized and group training at home for over 500 seniors annually. Services focused on personal-care, daily living skills, ambulating safely in and outdoors, fall-prevention, and coping with aging needs.

EDUCATION

Bachelor of Arts in 20th Century Intellectual/Political History – Boston College, Boston, MA

HOBBIES

- Fencing coach 2000-2011
- Painting on glass, and national and international art exhibits
- Produced and presented radio and television segments 1993-1998
- Translated “Longing” a book of poetry as fundraising project for a Student-Loan Fund, 1992

KEYWORDS/SKILLS

Project Management Skills, Ensuring Successful Implementations, Deployments and Data Analysis, Troubleshooting and Problem-Solving Abilities to Identify and Resolve Project Issues Promptly, Excellent Interpersonal and Communication Skills, Fostering Collaboration cross social service and medical care in both private and government sectors With Multidisciplinary Teams and End-Users, innovative and effective customer and workforce accessibility improvement, Strong Attention to Detail and Ability to Prioritize Tasks Effectively, Advanced Proficiency in MS Office Tools, Salesforce and Assistive Technology.