

# Francesca Ignacio

Prevention Program Coordinator

Phoenix, AZ 85008 // 480-307-0772 // frances.j.ignacio@outlook.com

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## PROFILE

Aspiring Media Relations and Public Affairs Specialist with over 3 years of experience in military operations, interagency collaboration, program management, and strategic communications. Proven ability to manage complex projects, build relationships across federal and defense sectors, and support organizational growth. I am eager to apply my skills in promoting accurate information and supporting military/government journalism to combat misinformation and promote transparency.

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## EXPERIENCE

### **PREVENTION PROGRAM COORDINATOR**

**DysTech, Army National Guard Units // Arizona // 2024 - Present**

Lead the revamping of training curriculums for the Arizona Army National Guard's Suicide Awareness and Substance Misuse Prevention programs, ensuring they are tailored to the unique needs of military units. Serve as the primary communicator and representative for Suicide Prevention within the AZ ARNG, effectively engaging with Soldiers, leaders, and the wider community.

### **ACHIEVEMENTS + HIGHLIGHTS**

- **Curriculum Revamp and Public Speaking.** Revamped the AZ ARNG's Suicide Awareness and ASAP curriculums to meet specific needs, ensuring the message resonates with diverse military units and enhancing the overall effectiveness of the program.
- **Public Speaking and Outreach.** Lead Suicide Prevention outreach efforts as the face of the program, speaking at military installations and public events to engage service

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members and promote mental health awareness, ensuring that key messages are effectively communicated.

- **Cross-Functional Coordination.** Collaborate with military leadership, external agencies, and mental health professionals to streamline messaging, ensuring that resources and information are disseminated promptly and clearly to all stakeholders.
- **Training and Certification Leadership.** Lead the ACE-Suicide Intervention Tier 2 training development process, working with leadership to finalize and deploy new training programs for Soldiers and leaders, ensuring compliance and timely delivery of essential resources.

### **BEHAVIORAL HEALTH SPECIALIST & CLINICAL TRAINER**

**Banner Health // Scottsdale, Arizona // 2023 - 2024**

Managed patient care and delivered crisis management training within a fast-paced healthcare setting. Coordinated with medical teams and leadership to ensure that critical health information was communicated clearly and promptly to staff and patients.

### **ACHIEVEMENTS + HIGHLIGHTS**

- **Crisis Management Training Delivery.** Delivered targeted crisis management training to staff, ensuring they were equipped to handle behavioral health emergencies with confidence. Facilitated workshops and role-playing scenarios to make training relatable and actionable.
  - **Cross-Department Communication.** Acted as the liaison between multiple departments, ensuring timely and accurate information about patient care and crisis management protocols reached all relevant parties, reducing response time and enhancing patient care.
  - **Staff Education and Engagement.** Created and presented educational materials on behavioral health, fostering an environment of learning and open communication. Delivered key messages to staff through seminars, ensuring comprehension and retention of vital health information.
  - **Compliance Monitoring and Reporting.** Ensured all behavioral health programs and training materials met
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industry compliance standards, while tracking and reporting training completion to leadership to ensure ongoing regulatory adherence.

**ASSISTANT FOOD SERVICE DIRECTOR,  
ADMINISTRATIVE MANAGER, LOGISTICS &  
OPERATIONS // United States Army // USAG  
Humphreys, South Korea // 2018 - 2019**

Oversaw operations and logistics for multiple food service facilities, leading a team to ensure compliance and efficient service delivery. Communicated with multiple departments to ensure that all stakeholders were informed and aligned on operational objectives.

**ACHIEVEMENTS + HIGHLIGHTS**

- **Operational Coordination and Messaging.** Led the logistics and operations of multiple dining facilities, ensuring clear, timely communication across departments to guarantee the effective delivery of services in a high-stakes, mission-critical environment.
  - **Leadership in Crisis Situations.** Delivered real-time updates and strategic reports to senior leadership, ensuring that decisions were based on the most accurate and timely data available. Used storytelling techniques to present complex logistical data in a clear, digestible format.
  - **Strategic Reporting to Senior Leadership.** Worked closely with leadership to ensure compliance with health regulations and safety standards. Contributed to the creation of reports that were used to monitor compliance and assess areas for improvement within the facility.
  - **Team Collaboration and Efficiency.** Fostered collaboration across various operational units to streamline inventory management, reduce waste, and optimize service delivery. Ensured information about operational needs was quickly communicated and executed by all teams.
  - **Process Improvement and Outcome Optimization.** Spearheaded initiatives to optimize processes, including inventory management and service protocols. Coordinated across departments to ensure any changes in procedures were communicated promptly and effectively.
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## **TEAM LEADER**

**United States Army // Fort Campbell, Kentucky // 2014-2018**

Managed patient care and delivered crisis management training within a fast-paced healthcare setting. Coordinated with medical teams and leadership to ensure that critical health information was communicated clearly and promptly to staff and patients.

## **ACHIEVEMENTS + HIGHLIGHTS**

- **Supply Chain Communication and Coordination.** Directed supply chain operations for food services, ensuring real-time communication and collaboration across multiple facilities. Acted as the main point of contact for logistical support, ensuring smooth operations and timely service delivery.
  - **Crisis Management and Problem-Solving.** Led teams through operational challenges such as resource shortages and supply chain disruptions, ensuring that critical supplies were delivered on time and maintaining operational continuity.
  - **Leadership in Training and Compliance.** Developed and delivered training sessions to ensure teams adhered to military food service regulations and compliance standards. Used clear, concise language to make complex regulations accessible and actionable.
  - **Cross-Departmental Briefings.** Regularly briefed senior leadership on the status of operations, providing clear, timely updates that facilitated strategic decision-making. Ensured that key information about supply levels, inventory, and operational readiness was communicated accurately.
  - **Operational Efficiency and Process Optimization.** Led initiatives to improve operational efficiency, collaborating with different departments to streamline food service processes and ensure timely service. Communicated operational goals and changes clearly to all teams involved, ensuring alignment and improved outcomes.
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EDUCATION

**BACHELOR OF ARTS IN PSYCHOLOGY**

**Arizona State University // Glendale, Arizona // 2023**

Vice President of Communications at Psyched Up Sun Devils, 2022 - 2023

**CERTIFICATION IN WELLNESS COUNSELING**

**Cornell University // Online, New York // 2023**

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SKILLS +  
INTERESTS

Military & Government Journalism // Public Policy & Advocacy //  
// Public Speaking & Training // Research // Writing & Content  
Strategy // Social Impact & Community Outreach //  
Canyoneering // Calisthenics // Travel //