Paula Banno
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Results-Producing, Mission-Driven, Crisis-Tested, Leader in Human Services & Senior Living

Offers deep expertise in budget management, occupancy growth, and team development—combined with cross-cultural sensitivity and flexibility to lead in diverse environments. Ready to step in with confidence, clarity, and achieve results. Designed and implemented emotional intelligence leadership programs that aligned leaders across departments, strengthened collaboration, and drove measurable performance results beyond targets. Accomplished in leading through transitions, operational challenges, and strategic pivots. Recognized for transforming underperforming teams into high-achieving collaborative teams, and fostering a culture of trust, engagement, and resident-first service. Partnered with stakeholders and volunteers to design and execute fundraising events that strengthened community engagement and expanded community support.

CORE COMPETENCIES

- Increase NOI and profit margin through strategic budgeting and accurate forecasting
- Operational Stabilization & Turnarounds
- Nonprofit Governance & Culture Alignment
- Executive leadership across multiple care environments
- High-Performance Team Development & Retention
- Crisis Management (COVID & Post-Pandemic)
- Mission-Centered Leadership & Community Engagement

PROFESSIONAL EXPERIENCE

Executive Director

MBK Assisted Living – Seattle, WA
Mar 2023 – June 2025

Responsible for all operations for an assisted living community

- Achieved **highest Net Operating Income (NOI)** in the community's history.
- Maintained **organizational-best overtime levels - under 0.5%**.
- Delivered **care margins of 40–44%**, peaking in early 2025.
- Reached **record-breaking occupancy rates month after month.**
    - 45-50% tour-to-move in ratio, ranking #1 in organization most quarters
- Awarded **Highest Team Member Retention** and **Greatest Level of Trust from Team Members** throughout the organization.
- Recognized in **U.S. News & World Report's as Best Senior Living Communities** (2024 & 2025).
- Recipient of MBK's **Yoi Shigoto Award** for highest net gain performance.

Director, Campus Operations (CCRC)

Lifespace Communities, Inc. – Greater Chicago Area
Feb 2018 – Aug 2022

Served as campus-wide operational director for a nonprofit Continuing Care Retirement Community (CCRC) offering IL, AL, MC, SNF, and rehab.

- Directed a multidisciplinary team across all care levels.
- Accurately forecasted and managed complex, multi-departmental budgets.
- Facilitated **leadership coaching and cross-team accountability systems**.
- Oversaw creation and delivery of **1,000+ monthly resident engagement programs**.
- Upheld **resident satisfaction**, compliance, and quality outcomes across departments.

Founder & Principal Consultant

RESULTS.pjb – Greater Chicago Area

Provided business strategy and operations consulting for small business and nonprofit clients.

- Guided marketing, sales, and operations system improvements.
- Built and optimized email campaigns that generated measurable client growth.
- Delivered coaching to values-driven founders and nonprofit leaders.

President & Founder

Youth United Publication – Lombard, IL

Founded and operated a youth publication focused on social awareness for teens.

- Created and distributed a publication on critical teen issues (e.g., drug use, eating disorders).
- Partnered with mental health professionals to provide solutions-focused journalism.
- Managed editorial, administrative, and outreach functions.

EDUCATION

Elmhurst University – Elmhurst, IL
Bachelor's Degree
Psychology, Organizational Leadership & Communication

PROFESSIONAL MEMBERSHIPS & CERTIFICATIONS

- **Administrator's License for the state of Florida**
- **Administrator's License for the state of Washington**
- **Washington Mental Health Education** – Certified
- **Washington Dementia Education** – Certified
- **Toastmasters International** – Member
- **Improv Training** – Enhancing communication, adaptability, and presence
- **Child Assault Prevention & Crisis Intervention** – State of Illinois Certified
- **National Council of Certified Alzheimer's Practitioners** – Certified
- Featured in **Elmhurst University Alumni Spotlight**:
  elmhurst.edu/elmhurst-voices/alumni-stories/paula-banno

VOLUNTEER EXPERIENCE

YWCA – Chicagoland

- Taught sexual assault prevention education in both Naperville school districts
- Rape crisis counselor supporting survivors in Chicago western suburbs

Bridge Communities – IL & NC

- Mentored single mothers in transitional housing

P.A.D.S. – IL

- Cooked and served meals for people without homes

Daisy Day Kitchen – SC

- Provided hot meals and supportive presence for unhoused community members