





LINDSEY PINEDA, MSW, LICSW, LSSBB

Dedicated to lifelong learning, with a strong foundation in social sciences, clinical social work, and digital design. Skilled in UX/UI principles and strategic communication, combining technical expertise with leadership experience to drive innovation and impact.

 Lindsey.Pineda@outlook.com  253-414-8250  [Portfolio website](#)  Graham, WA

EDUCATION

Associate of Applied Science in New Media and Digital Design

UX/UI Design Certificate

Pierce College, expected graduation: December 2025

Chancellor's list

Master of Social Work

University of Washington, 1999-2002

UWT Student Social Work Organization founding member

Bachelor of Arts in Social Sciences

Washington State University, 1996-1999

Writing Portfolio Passed with Distinction

Associate of Arts

Centralia College, 1992-1995

Running Start participant

EXPERIENCE

VA Puget Sound Health Care System

Systems Redesign & Improvement Specialist, Office of Systems Redesign & Improvement

January 2022 – present, GS-0671-12, 40 hours per week

- Lead the development, coordination, and implementation of initiatives to enhance efficiency and effectiveness across clinical and administrative areas.
- Assess organizational outcomes and business unit functions using statistical methods to drive improvements and strategic decision-making.
- Oversee multiple initiatives, provide guidance on resource allocation, and support transformational change through education and consultation.

Veterans Health Administration, Care Management and Social Work Services

Change Management Special Project Coordinator, Survivors Assistance and Memorial Support (SAMS) Project Implementation Team (PIT)

September 2023 – January 2024, GS-0671-12, 40 hours per week

- Collaborated with PIT members to implement a standardized SAMS program, served as a manager/co-manager for key work streams, and guided change management strategies for adoption.

Portfolio website: <https://www.lpineda2.pierceadvancedux.com/>

- Coordinated engagement strategies and oversaw communications to drive successful implementation.

VA Puget Sound Health Care System

Program Manager, Caregiver Support Program (CSP)

January 2020 – January 2022, GS-0185-13, 40 hours per week

- Led clinical and administrative operations for CSP, managed large-scale budget allocations, and spearheaded strategic expansion efforts.
- Directed inter-professional teams, provided mentorship and training, facilitated hiring initiatives, and advanced organizational leadership within CSP and Social Work Service.
- Coordinated with VA officials, analyzed program effectiveness, developed outcome-based interventions, and contributed to national and local educational efforts.

Supervisor, Transition and Care Management (TCM) Program

June 2018 – January 2020, GS-0185-12, 40 hours per week

- Led the development, implementation, and oversight of the TCM Program, streamlining work processes, ensuring regulatory compliance, and leveraging VA data resources to drive efficiency and performance.
- Achieved a national milestone for Post 9/11 Case Management Screening, developed a successful collaboration to enhance Veteran outreach, and served as a speaker at both local and national levels.

VA/ Department of Defense (DoD) Liaison for Healthcare

September 2012 – June 2018, GS-185-12, 40 hours per week

- Served as liaison between DoD and VA Transition and Care Management Programs, facilitated streamlined processes, developed standard work, and provided strategic recommendations through policy review and quality monitoring.
- Led process redesign efforts, created training materials, engaged national workgroups, and co-led joint training initiatives to enhance program effectiveness and collaboration.

NW Joint Regional Correctional Facility, U.S. Army

Social Worker, Designated Health Authority

February 2003 – September 2012, GS-0185-11, 40 hours per week

- Served as the primary liaison and subject matter expert for behavioral health in corrections, overseeing health service provision, policy development, program implementation, and strategic planning.
- Led education efforts for staff and prisoners, authored key regulatory documents, and facilitated communication with leadership at various levels, including military officials and congressional representatives.

SKILLS

Adobe		Microsoft	
Acrobat	Illustrator	Forms	Power Automate
After Effects	InDesign	Office 365	SharePoint
Dreamweaver	Photoshop	Lists	Teams
Express		Power Apps	

LICENSE/CERTIFICATIONS

Licensed Independent Clinical Social Worker

Washington State, current

UX/UI Design Certificate

Pierce College, expected graduation: December 2025

Lean Six Sigma Black Belt

VHA, 2022

Change Management Practitioner

Prosci®, VHA, 2022

Leadership Coach

Federal Internal Coach Training Program, VHA, 2021

Preparing for International Coaching Federation Associate Certified Coaching credential: 2025

NATIONAL COMMITTEES

National Social Work Leadership Council

Media & Communications Secretary, 2024-present

National Social Work Leadership Council, Strategic Communications Committee

Chair, 2021-2024

Co-Chair, 2020-2021

Member, 2016-2020

CURRENT PROJECT

National Social Work Program SharePoint Hub Build

Lead, July 2022 – present

- Develop centralized SharePoint Hub to:
 - Streamline communication
 - Enhance document management
 - Provide easy access to organizational resources.
- Aim:
 - Create local governance structure
 - Integrate multiple sites under unified structure
 - Improve efficiency.