

Heather Shupe – Human Resource Services

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Heather provides advice, professional training, and support in the areas of talent acquisition and workforce development. Key appointments include serving the City of Palo Alto as Senior Administrator; Manager of Employment and Training; and Administrator of Planning and Community Environment. Heather managed a team of contract analysts for Stanford University Hospital and Clinics and Lucile Packard Children’s Hospital, negotiating capitation, per case and per diem agreements for primary through tertiary services. In her tenure with these agencies Heather has managed challenging issues while maintaining strong working relationships with managers, employees, and contractors.



Heather is an experienced professional instructor. She managed the Management Talent Exchange Program and developed curricula and training materials for online recruitment tools such as Neogov. She has also served as an adjunct professor in Notre Dame de Namur University’s public administration program. Workforce development experience includes leading an in-house Management Academy, developing, and launching a Supervisor’s Academy, and providing training in the areas of public presentations, online recruitment, and web-based employee self-service tools.

Heather received her Master of Public Administration degree from Notre Dame de Namur University, and a Bachelor’s Degree in Finance from Santa Clara University.



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