

PROFESSIONAL SUMMARY

PMP-certified Project Director with 11+ years of experience leading capital, compliance, and enterprise transformation programs across healthcare, technology, operations, workforce analytics, and marketing. Expert in PMO governance, Agile and Lean Six Sigma delivery, and data-driven change execution, with a proven record delivering \$500K+ programs and driving up to 40% improvements in operational performance, efficiency, and regulatory compliance. Recognized for aligning strategy, systems, and people to deliver scalable, measurable business outcomes.

SKILLS & COMPETENCIES

- Project & Program Management
- Budget & Schedule Control
- Grant-Funded Project Delivery
- PMO Governance & Change Management
- Agile, Traditional, & Hybrid Frameworks
- Process Improvement & Operational Excellence
- Data Analytics & Performance Metrics
- Operations Optimization & Workforce Analytics
- Capital & Construction Project Management
- Stakeholder Engagement & Cross-Function Leadership
- Six Sigma Continuous Improvement
- End-to-End Project Lifecycle Leadership
- Human Resource Strategy & Organizational Effectiveness
- Compliance & Risk Management
- People Analytics & Workforce Reporting
- Progressive Elaboration & Scope Management

PROFESSIONAL BACKGROUND

U-HAUL INTERNATIONAL | Phoenix, Az

June 2025 - Present

E-Live Fleet Operations Logistics Coordinator

Oversee fleet operations and compliance initiatives, supporting project delivery, logistics coordination, and operational performance

- **Logistics Leadership:** Coordinate daily operations for 150+ active fleet assets, optimizing scheduling, routing, and resource allocation to maintain consistent on-time service rates above 95%
- **Compliance & Risk Management:** Manage documentation and audits under DOT and FMCSA standards, sustaining 100% compliance and timely submissions across all operational reviews
- **Process Optimization:** Partner with field operations and IT to streamline asset tracking and reporting, reducing manual updates by 15% and improving communication accuracy
- **Data & Reporting:** Maintain Excel and SharePoint dashboards tracking asset utilization, downtime, and performance trends, providing actionable insights for operational leaders
- **Operational Efficiency:** Support regional process-improvement initiatives that enhanced turnaround performance by 10% and standardized reporting practices across multiple locations

STEM POWERED KITS | Clyo, Ga

March 2021 - Present

Project Director Operations and General Affairs PMO

Performs senior project management and operational oversight for integration and process improvement initiatives aligning business, IT, and program delivery teams

- **Hybrid Project Integration & Governance:** Directed integration projects exceeding \$500K, achieving 37% year-over-year revenue growth and improved production capacity by 50% through hybrid IT delivery and workforce analytics
- **Construction Management:** Led a \$65K grant-funded warehouse construction project from initiation through closeout, including facility design, electrical and plumbing coordination, vendor management, and on-site execution, delivering the project 100% on time and on budget.
- **Data & Reporting:** Developed multi-regional Power BI dashboards and SharePoint repositories for grant, inventory, and delivery tracking, improving reporting visibility and data accuracy 30%
- **Automation:** Implemented CRM automation saving 15+ hours weekly and improving workflow transparency
- **3rd Party Vendor & Partnership Management:** Managed vendor relations and stakeholder communications, ensuring 100% on-time deliverables and 96% customer satisfaction
- **Strategic Partnerships:** Partnered with [DonorsChoose](#), \$153M nonprofit, to expand national programs and increase organizational revenue 37% YoY

LEGACY BRANDING | Savannah, Ga

March 2016 - January 2021

Senior Marketing Program Manager

Performed senior project management and creative operations oversight for medium-scale, \$100K-\$500K, digital integration and client-delivery initiatives

- **Agile Project Delivery & Integration:** Managed 300+ digital and systems-integration projects using scrum techniques generating \$54M+ in client revenue using Agile and Waterfall frameworks within hybrid project models
- **Process Improvement & Governance:** Introduced dual-track delivery and RAID-based risk tracking, reducing project delays 40% and achieving 92% on-time launch performance
- **Performance Reporting:** Created Power BI and Excel KPI dashboards to improve performance reporting, increasing lead conversion 50% and strengthening stakeholder visibility
- **Operational Playbooks:** Authored project documentation playbooks and change-control templates that cut onboarding time by 35% and standardized delivery practices across distributed teams
- **Cross-Functional Leadership:** Coordinated with IT and business units to align integration workflows, ensuring consistent project scope, schedule, and cost control

SOUTHERN COMFORT HOME CARE | Savannah, Ga

August 2013 - January 2019

Program Manager Healthcare Operations and Facility Management

Lead healthcare integration and compliance waterfall projects valued between \$150K - \$400K across multi-site environments.

A Georgia DCH-licensed healthcare organization License No: 025-R-1267

- **Clinical Program Leadership:** Directed in-home nursing and behavioral health initiatives, coordinating travel and on-site RNs, physician liaisons, and support staff to ensure patient continuity and care quality
- **Behavioral Health Integration:** Led initiatives improving home-based behavioral health access and engagement, supporting veterans and private clients under DCH licensure
- **Process Improvement:** Applied Agile frameworks to reduce onboarding time 45% and resolution cycles 40%
- **EHR Implementation & Training:** Implemented Kinnser Agency Manager EHR using Agile project management methodology, training 35+ field and travel staff; improved charting accuracy 35% and reduced billing turnaround 25%
- **Regulatory Compliance:** Maintained 100% audit readiness for 5 years by embedding CMS, HIPAA, and DCH controls
- **Performance Metrics:** Improved referral tracking and boosted referral revenue 30% YoY using optimized patient coordination

Previous work experience 2010-2014:

Memorial Health, HCA - HIM Project Analyst

Savannah Neurology Specialists - Patient Information Coordinator

Phoebe Putney Memorial Hospital - Project Support Intern

VOLUNTEERISM & COMMUNITY LEADERSHIP

We Love Cann Park - Board of Advisors: Provide strategic guidance for community revitalization and youth outreach initiatives, advising on partnerships and engagement strategies that strengthen civic collaboration. 2022-Present

NOTABLE PROJECTS

Enterprise Workflow Integration - STEM Powered Kits: Fulfillment, and logistics data using Power BI and SharePoint, improving reporting accuracy 30% and cutting handoff delays 42% using standardized Agile workflows. 2023

Grant-Funded Warehouse Construction - STEM Powered Kits: Managed a \$65K capital construction project for STEM-Powered Kits, leading design, MEP coordination, vendor oversight, and full lifecycle delivery, completed on time and on budget. 2021

EHR Implementation & Workflow Optimization - Southern Comfort Home Care: Implemented Kinnser Agency Manager EHR using Agile project management, training 35+ clinicians and staff; improved charting accuracy 35%, reduced billing turnaround 25%, and enabled real-time compliance tracking. 2017

EDUCATION & CERTIFICATIONS

Master of Health Administration, MHA - University of Phoenix

Bachelor of Science, B.S., Business Management - Albany State University

Project Management Professional, PMP - Active Certification #4221374. Project Management Institute

Certified Six Sigma Black Belt, CSSBB - Council for Six Sigma Certification

TECHNICAL SKILLS

Project Management & Collaboration: Microsoft Planner, Smartsheet, Asana, ClickUp, Jira, Confluence

Data, Reporting & Analytics: Power BI, Excel, Pivot Tables, Lookups, Dashboards, Tableau, SharePoint, Visio

Healthcare Systems & Compliance: Epic EHR, GE Centricity, Allscripts, MEDITECH, athenahealth, eClinicalWorks, Practice Fusion, Kinnser

Enterprise Systems & CRM: Salesforce, Oracle, Microsoft Dynamics 365, SAP Ariba, McKesson, Coupa, Airbase

Security, Communications & Development: CrowdStrike, McAfee, Cisco, Twilio, Java, Python, Visual Basic

Process Improvement & Methods: Six Sigma Tools, Agile & Waterfall Frameworks, Change Control, RAID Management