

Objective: To leverage community development leadership skills and management experience to benefit the continued growth and development of Keystone to meet its mission.

LEADERSHIP AND MANAGEMENT PROFILE

Experienced leadership in business, government, institutions of higher education and non-profits. Strategic, results-driven thinker with creative problem-solving skills. Strong ability to understand, analyze, utilize and communicate complex information. Proven ability to create new organizations, spearhead change, and conceptualize and execute innovative initiatives. A compassionate manager with excellent interpersonal and communication skills, dedicated to fostering a working environment that encourages collective participation and collaboration. An aptitude for addressing cultural inclusiveness and differences that ultimately optimizes team performance.

KEY ACCOMPLISHMENTS

Community Empowerment and Development: As an early member of the Clinton ConNEXTion Action Plan Committee, I worked with all members Committee and the then, Director of Housing and Neighborhood Services to successfully oversee the development and delivery of a comprehensive, strategic, and community driven plan to set a vision for economic and community development for South Rock Hill. As a City of Rock Hill staff member, I was instrumental in keeping the work focused and on track to move forward and to meet critical deadlines. Served on the vision subcommittee and used my knowledge and experience from Neighborhood Empowerment to help guide the committee toward a more solid and practical approach to plan development. I was critically involved and influential with the development of the RFQ and the interview process for the selection of our Urban Planner. Managed the community outreach implementation with the planner, the engagement subcommittee, and community to effectively communicate, and ensure we had citizen participation. The outcome to date has been a cohesive, strategic, well-thought-out plan that reflects the desires and needs of the South Rock Hill neighborhoods. The plan has been approved by City Council, City Management, and the Mayor, and we are moving forward.

Growing the Business: A working manager in the transformative industry of cable television and telecommunications with over ten years strong and effective management experience. Began managing teams at the system level with 35,000 subscribers and promoted over time to regional director of marketing operations responsible for 500,000 subscribers. Led teams to oversee the rebuild of the system's infrastructure and upgrade from analog to digital including high-speed internet. The results included the sell-in of new services which increased revenue per customer. Continuously met and exceeded budget expectations including EBITDA goals. Responsible for managing \$6,000,000 expense budget and marketing plan.

Promoted to marketing leadership position at Stream International after successfully managing the Internet Service Provider (ISP) and online service companies business segment. Helped client companies improve customer experience by recruiting and training service agents to implement new business and solve technical support issues. Improved client relationship by working closely with operations team to develop root cause analysis to problem solve and find issue resolution. Improved client communication by establishing set business reviews. Introduced new service offerings and expanded the utilization and life span of Stream technical support agents. Successful management of ISP business was a key driver of the significant financial event that resulted in Solecron Corporation purchasing Stream International.

Leadership in Diversity and Inclusion: Served in corporate citizenship role as co-chair of the Diversity Committee for one of the largest cable companies in the country. Successfully worked with senior management and consultants to create a more inclusive work environment. Created safe places for discussion through roundtables, small groups and training to improve access and inclusion. Work resulted in significant workplace policy changes and established Martin Luther King Day as a company holiday.

Team Building and Meeting Facilitation: Received MBA from the only women's MBA program in the country. Focused on the importance of team building and creating a collaborative team. Training concentrated on maximizing the strengths of all team members to achieve the best outcome. Process was used to build a marketing

team at Stream International to rebrand and improve marketing communications. Plan also included development of an employee communications plan for 10,000 employees in twelve 12 site locations globally.

PROFESSIONAL SUMMARY

City of Rock Hill, SC

2013-Present

Neighborhood Empowerment Community Development Coordinator

- Successfully worked with Clinton ConNEXTion Action Plan Committee, Urban Planner from COLLABO, director at City of Rock Hill to research and create a comprehensive strategic plan for economic and community development of the south side of Rock Hill.
- Introduced a new community initiative, Connecting the Dots with the focus on workforce development and empowerment. In partnership with United Way, we used data from a community assessment to bring the right resources to residents. **United Way Worldwide** featured Connecting the Dots as a potential project to replicate and it was placed in their library. improve their chances for getting better employment.
- Re-engineered Rolling in Rock Hill Paint Day Project to increase efficiency, improve service delivery and extend community impact. In 2017 painted 23 houses with 770 volunteers donating 70,00 hours 70,000; \$1,050,000 contributed to improving the community.
- Assisted with the development of entrepreneurship in the African American community by serving on the Board of the Black Economic Leadership League (B.E.L.L.) and serving as a coach/mentor for BELL-Prize. Additional I became a mentor with the Venture Mentoring Service run by the Technology Incubator.
- Led the marketing efforts to rebrand Housing and Development Corporation by working with the board members to create and introduce a new look and feel including an updated logo.
- Serves as Neighborhood Empowerment liaison to 30 neighborhoods assisting with the communication and problem solving for neighborhood issues. Works closely with neighborhood leaders to inform, empower, and engage.
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Quinnipiac University, Hampden, CT and Harvard University, Cambridge, MA

2011 - 2012

Independent Recruiter and Diversity Training Consultant

- Built candidate pool for Associate Dean of Nursing position for Quinnipiac
- Developed a comprehensive training guide for recruiting a diverse administrative staff for Harvard College

Nonprofit Professionals Advisory Group, Boston, MA

2009 – 2011

Recruiter (Contract Position)

- Recruited strong, diverse candidate pool by leveraging extensive personal, professional, and community networks
- Implemented company's mission of recruiting by using innovative and strategic approach to acquire and retain talent resources

Isaacson, Miller – Boston, MA

2005 – 2009

Senior Associate – Executive Recruiter and Consultant

Provided retained search and consulting services for senior leadership positions in technology, business administration, healthcare and education

- Implemented SMART (specific, measurable, attainable, realistic, and timely) method for clients and increased client's satisfaction rate to an overall 95% score
- Recruited senior leadership positions in technology, business administration, healthcare, and education fields by consulting with clients to validate specifications and fulfill staffing and leadership needs
- Developed strategies and implemented a screening process for candidate pool, streamlining selection of top candidates
- Defined business needs for clients to gather understanding of 5-year strategic plan
- Delivered SMART service to clients resulting in 95% satisfaction rate

Simmons School of Management – Boston, MA

2003 – 2005

Marketing Consultant (Contract)

The only School of Management in the country designed to train women for leadership in business, government and the nonprofit sector

- Recruited to promote the school's diversity initiative
- Planned and implemented the first New England Women of Color Town Hall, including fundraising, sponsorships and resource planning (500 attendees; many accolades); Exceeded expectations
- Managed major sponsors of the event, EMC and Working Woman magazine

Stream International – Canton, MA

1997 – 2002

Director of Marketing, Director of Segment Marketing, Business Unit Manager

Worldwide market leader providing customer/technical outsourcing support for premier brands in ISPs and e-commerce companies

- Rebranded Stream from a national corporate-support and reseller organization into a global outsourcer
- Oversaw development of all internal and external communication projects including printed collateral and online website presence
- Recruited and trained staff to create and implement marketing programs
- Developed strategy and established protocol for implementation of employee communications plan for 10,000+ employees
- Organized and facilitated quarterly business meetings with clients to review and calibrate business objectives
- Created executive presentation for the CEO and a unique meeting to discuss a partnership between Stream University and Cisco Academy

EDUCATION

Racial Equity Institute, Community Healing Initiative

Health Information Technology Trainer, Central Piedmont Community College, Charlotte, NC

Master of Business Administration, Simmons College, Boston, MA

Bachelor of Science Business Administration and Marketing, University of South Carolina, Columbia, SC

COMMUNITY AND PUBLIC LEADERSHIP

Venture Mentoring Program, Knowledge Park Business Development Committee
Lead Mentor

Black Economic Leadership League (B.E.L.L.)
Chair, Operations and Communications

City of Rock Hill, Inside Rock Hill Alumna
Member of the Inside Rock Hill Advisory Board and Chairperson of the Public Relations Committee

Keystone
Board of Directors, Finance Committee