

Kimberly S. Washington

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QUALIFICATIONS SUMMARY

Self-directed and multifaceted management professional with demonstrated success in leadership roles in project implementation, account management, program coordination, marketing, and administrative services in various industries. Versatile and accomplished leader adept in organizational management to plan, develop, track and successfully deliver projects. Proactive in identification of areas to optimize internal processes and implement other strategic business solutions to enhance operational efficiency and productivity by streamlining workflow and reducing costs.

Knowledgeable and forward-thinking leader with keen business acumen paired with an aptitude in utilizing analytics and sound judgement to identify areas of opportunity to optimize long-term goals in environments requiring adaptability and decisiveness to succeed. Collaborative and proactive communicator skilled in building rapport with diverse internal or external clients, management leaders or other key stakeholders to ensure service excellence. Excel as team leader and trainer to motivate with emphasis on individual and group strengths to develop top-performing teams to maximize success.

PROJECT/PROGRAM MANAGEMENT

- Full Cycle Project Leadership
- Strategic Planning & Implementation
- System/Process Improvements
- Project Updates/Status Reporting
- Performance Metrics/Analytics

ORGANIZATIONAL MANAGEMENT

- Account/Contract Management
- Operations/Budget/Forecasting
- Global Event Planning
- Marketing/Sales Strategies
- Staff Leadership/Training

ADMINISTRATIVE SERVICES

- HR/Payroll/Accounting Support
- Executive/Office Administration
- Recordkeeping/File Management
- Website/Promotional Content
- Data Research/Analysis/Audits

PROFESSIONAL EXPERIENCE

Prairie View A&M University -- Prairie, View, TX

January 2018 - Present

Program Coordinator – Center for Energy & Environmental Sustainability

Facilitate all coordination and support for programs for the Center for Energy & Environmental Sustainability with leadership of planning, development, and successful implementation. Assist with marketing, monitoring, and reporting of student activities related to projects. Coordinator for Internal Steering Committee and External Advisory Board meetings.

- Manage and maintain financial and personnel records, prepare and submit financial and technical reports and assist in development of technical proposals. Facilitate process of student scholarships and internal applications.
- Oversee development of outreach activities for the Engineering Learning Community and other professional development initiatives for students, staff, and researchers in the university. Maintain and update outreach materials for recruitment.
- Liaison for administrative support for payroll, accounting, procurements, and maintenance of other functions.

First Metropolitan Church – Houston, TX

August 2016 – June 2017

Executive Administrator

Provided executive and administrative support with development of correspondence, project status reports, monthly newsletters and bulletins for church and preschool. Responded to inquiries, ordered supplies and negotiated vendor contracts.

- Successfully managed special projects and event planning and developed graphic designs, documents and other collateral materials for special projects.

CAR-Research XRM – Houston, TX

June 2012 - July 2016

Account Manager - iCare

Provided direction for account management of car dealerships with oversight of collaborative planning to identify new opportunities for business development for 51 accounts. Succeeded in savvy negotiation skills for new contract terms and conditions. Forecasted and tracked key account performance metrics to identify areas for improvement.

- Appointed Chairperson of the Employee Satisfaction Committee.
- Led training webinars on product benefits, cost savings opportunities for clients, and the use of the CRM system.

CAR-Research XRM – Continued

Implementation Specialist – 3rd Party Integrations

Client liaison for development of customized system configuration and third-party integrations to meet client needs.

- Led multiple successful implementation projects with oversight of development of client goals, prioritization and scheduling of project, monitoring and tracking of project deliverables, and project performance metrics on completion.
- Ensured client satisfaction, top quality and more efficient operation with projects that improved internal processes and procedures. Developed project status updates to keep client aware of project progress.

Daniel Measurement – Houston, TX

January 2011 - March 2011

Marketing Coordinator - Contract

Managed coordination of special events and projects with oversight of invoicing, detailed performance reports, inventory control of marketing collateral, and proofing marketing materials prior to printing.

- Succeeded in organization of a global sales conference in Barcelona, Spain that required planning, coordination, logistics, and delivery of a conference with 180 attendees from various countries.

American Red Cross – St. Louis, MO

February 2010 – October 2010

Administrative Assistant III – Quality Assurance

Provided administrative support with ordering of supplies, answering a multi-line phone system, preparation of monthly dashboards with data updates that was distributed to five regions.

- Managed Food & Drug Administration reports and highly confidential recordkeeping ensuring compliance with OSHA, and other federal, state, and local regulations. Distributed audit reports to appropriate personnel.

St. Louis Post-Dispatch Newspaper – St. Louis, MO

May 1999 – June 2009

Assistant Operations Manager - Circulation

Directed daily operations of order entry department with oversight of staff of 4 focused on input of over 1500 weekly orders. Supported budget preparation and forecasting, distributor route analysis and prepared purchase and sales agreements. Ensured compliance with contracts within performance standard guidelines.

- Developed and implemented a promissory note system for newspaper distributors whose accounts were delinquent. This resulted in bringing accounts up-to-date so their routes were not lost for non-payment.
- Successfully introduced a newspaper subscription process that was clearly defined and improved efficiency.

Marketing Coordinator – Newspapers in Education

- Developed partnerships with local businesses to increase circulation, created promotions for marketing related-projects. Managed website content. Successfully increased participation for paid and sponsored NIE programs with workshops for educators and literacy tutors.

EDUCATION/CERTIFICATIONS

University of Houston – MS in Project Management with Emphasis on Supply Chain/Logistics, In Progress

University of Phoenix – Master of Science in Organizational Management, 2004

University of Missouri-St. Louis – Bachelor of Science in Mass Communications, 1998

Inspire Women Leadership Certification Academy, 2017 - Present

COMMUNITY SERVICE

- Inspire Women Conference – Administration, March 2017
- CAR-Research XRM – Chairperson – Employee Satisfaction Committee, October 2014 – February 2016
- University of Missouri-St. Louis – Alumni Relations Board Member, College of Fine Arts & Communications, 2005 – 2009
- University of Missouri-St. Louis – AlumNet Mentoring Program, 2008, 2009

TECHNICAL PROFICIENCY

Microsoft Office: Word, Excel, PowerPoint, Publisher, Outlook, Project ▪ Adobe Acrobat ▪ Google Docs
Risky Project Risk Management Software ▪ JMP Statistical Data Analysis Software