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**HIGHER EDUCATION ADMINISTRATOR**

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Accomplished professional with a 20+ year track record of improving operational and administrative performance through dedication, vision, strategy, leadership, and team-building. Expertise includes operations, multimillion-dollar financial management, business planning, marketing, forecasting, contract review and negotiation, assessment, and leadership. An effective communicator who easily builds consensus and leads teams to successful completion of projects. Innovator of service quality and mentor to staff and faculty. Easily develops positive relationships ensuring top-notch service and customer satisfaction. Manage detailed projects with ability to strategize, set goals and achieve objectives.

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**EDUCATION and PROFESSIONAL DEVELOPMENT**

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**Masters of Science in Career and Technical Education- Concentration in Organizational Psychology**  
Virginia Polytechnic Institute and State University

**Bachelors of Science in Organizational Leadership and Development**  
Bluefield College

**Cornell University**  
Certificate in Administrative Management

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**EXPERIENCE**

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**Director of Administration and Finance**  
Virginia Tech Pamplin College of Business 2011-Present

As a member of the leadership team my primary area of responsibility includes oversight to the Business Service Center which supports the following areas (12 centralized departments/centers and 7 decentralized academic departments) that fall under the center which include human resources (200 T/R faculty, 63 AP Faculty, 50 staff, 96 Grad Assistants, and part-time wage employees), financial direction of (\$32.5 million 208 E&G, \$102 million total Endowment, \$2.2 million earned income, \$4.5 million unrestricted cash), Scholarships (\$1.5 million) awarded to students per year, Employee training and development, communication, contract review and approval, records management and retention (both hardcopy and electronic).

- Review, recommend, implement, and lead operational/administrative efficiencies and improvements in all functional areas and provide consultation to constituent departments
- Oversee scholarships for the senior management area, make decisions on award amounts, communicate with students and parents, use stratified sampling as a method to target and manage enrollment through data analysis
- Routinely consult with department heads and center directors to manage resource allocations and ensure adjustments are made in accordance with program growth
- Interpret financial, human resources, and administrative directives and establish processes and procedures for carrying out directives while continuing to support innovation
- Provide leadership over the data, reporting, tracking, and monitoring of employee, recruiting, hiring, turnover, offers vs accepts, demographics, benchmarks, and outcomes
- Responsible for the yearly BSQ college survey data collection and reporting which is instrumental in academic rankings

**Accomplishments**

- Founder and current CEO of the Pamplin Business Service Center
- 98% Scholarship Utilization Rate (#1 at the university)
- Internal Audit rating of Excellent and with comment of “best academic department”
- Implemented a successful electronic document sharing and file management system
- First college to partner with the Virginia Tech Foundation to develop a solution for integrating both 208 and VTF financial reporting

## **Director of Operations**

Virginia Tech Office of the Vice President for Diversity and Inclusion

2008-2011

This position was a member of the Vice President's leadership team and served as the chief advisor on financial, human resources, and organizational decisions. Directly responsible for leading business operations

- Served as human resources officer working closely with central HR to determine staffing requirements, compensation data, employee relations, hiring and termination, training new employees, and oversaw the personnel processes
- Worked closely with executive administrators, alumni, caucus groups, academic departments, and stakeholders to increase financial support for university wide diversity initiatives
- Prepared financial and diversity data reports for the Board of Visitors
- Performed cost-benefit analyses to compare diversity programs, reviewed financial requests, and explored alternative financial solutions when appropriate
- Directed the yearly budget planning process and worked with units to create innovative ways for continued success during difficult economic times
- Developed and continually updated multi-year revenue and forecast for base operations as well as major university wide events such as Martin Luther King celebrations, Diversity Summit, Principles of Community events, and other special programs

### **Accomplishments**

- Successfully restructured the organizations budget allocations to align with the mission, which allowed new programs such as The Virginia Nebraska Alliance, The Achievable Dream Academy, Virginia Chapter of NAME, Veteran supportive community events, and iconic keynote speakers for Black History Month like Maya Angelou, Kirk Franklin, and Freeman Hrabowski III

## **Business Operations Manager**

Virginia Tech Department of Human Resources

2006-2008

This position reported directly to the Executive Director of Business and Information Operations and was primarily responsible for managing the budget, facilities, emergency action plan, and special projects related to this unit

- Project leader for the implementation of Hokiemark throughout all divisions of the HR department
- Monitored financial activity, analyzed budget data and produced reports according to senior management requests
- Developed and prepared budgets and calculated carryover estimates and salary savings
- Implemented changes to improve efficiency by working closely with the Controllers office to complete the Agency Risk Management and Internal Control Standards (ARMICS)

### **Accomplishments**

- A key member of the HR 4-16 recovery team, I was responsible for organizing, securing, and scheduling certified counselors from the community and arranging locations across campus to address employee needs related to counseling, benefits, employee relations, and other services
- Selected by the Assistant Vice President as a junior member of the HR team to join the HR executive committee to participate in the HR restructuring project that included four other institutions and continued to evolve into a complete restructure of the VT HR department, ultimately resulting in a service center

## **Project Manager**

Virginia Tech Department of Human Resources

2004-2005

- Tasked with assisting the Assistant Vice President to address concerns and directives from the Board of Visitors to strengthen background check procedures for all employees and contractors working for Virginia Tech.
- This position evolved from the aftermath of 9/11.
- In this role, I conducted research, consulted with peer institutions, and pilot tested numerous background check agencies including the Virginia State Police.
- I collected and analyzed data and reported my findings to senior management.
- The primary factors considered during this project included the quality of the criminal conviction data returned from each agency, the turnaround time, and the accuracy of the data.
- The data outcomes from this project resulted in the selection of an outside contractor to complete all criminal conviction checks on new hires and Policy 4060 was developed.

## **Accomplishments**

- Prior to this project criminal conviction checks on all employees was not a current practice. Policy 4060 is still going strong and the process for checking new hire criminal convictions continue to improve

## **Finance and Criminal Records Manager**

Virginia Tech Police Department

2001-2004

As part of the leadership team, this position served as the primary advisor to the Chief of Police on matters related to financial, human resources, communication, data systems, and criminal records management

- Project leader, responsible for modernizing the department records management system to provide top-notch computer based reporting
- Project leader for the police 911 enhancement system, OSSI working closely with VT CNS and other police agencies to establish industry best practices prior to implementation
- Trained all police personnel on new software and hardware
- Developed and assisted with multi-year financial planning, prepared reconciliations and other budget reports, secured, and managed grants for ballistic equipment, night vision glasses, mobile dispatch terminals, and other police equipment

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## **BOARD/COMMUNITY SERVICE**

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JumpStart Giles Economic Development Committee  
Virginia Tech Strengths Consultant Facilitator and Team member  
Facilitator-Mentors in Violence Prevention (MVP)  
Catalyst Project Team- Improving the Ecosystem  
Marketing Department Advisory Board Member  
Apex CIE Advisory Board Member  
Small Business Assistance Volunteer (New River Valley)  
Oasis Fellowship @ VT (Founding member and volunteer)

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## **AWARDS/RECOGNITION**

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Presidential Award Nominee (nominated twice by Pamplin College of Business)  
Rufus D. Beamer Scholarship Award Recipient