

Results-driven operational leader and business problem solver focused on helping small businesses grow and thrive.

Director of Project Services | [Toolbox No. 9](#) | 2008-2022

- Created project proposals, managed client and vendor contracts, and managed all client invoicing and A/R.
- Established the PMO and managed a team of project managers and business analysts.
- Implemented methodologies, tools, and processes to optimize project delivery.
- Oversaw human resources functions including employee onboarding/offboarding, training, managing employee review cycles, and administering benefits programs.
- Streamlined workflows, optimized resource allocation, and implemented quality control measures to enhance service delivery and client satisfaction.
- Utilized technology solutions to automate processes, track project progress, and improve team collaboration.

Human Resources Manager | [Ripple IT](#) | 2001-2008

- Managed all aspects of human resources, including recruiting, interviewing, hiring, performance evaluations, salary reviews, promotions, and terminations.
- Developed and implemented employee benefit programs and compensation guidelines.
- Oversaw employee review cycles, ensuring fair and consistent evaluations.
- Shared responsibility for setting yearly company objectives and initiatives for service, sales/marketing, and human resources.

Multiple Positions | [Sucherman Consulting Group](#) | 1994-2001**SKILLS**

- Business Process Improvement
- Estimation and Proposal Creation
- Contract Management
- Client Invoicing
- Project Management and Delivery
- Organizational Culture
- Benefits Management
- Employee Engagement
- Performance Reviews
- Team Management
- Process Optimization
- Team Leadership
- Budgeting and Cost Control
- Vendor Management
- Resource Allocation
- Benefits Administration
- HR Policy Development
- Compensation and Salary Reviews

Education & Certification

Middle Tennessee State University
B.S. English & Political Science

Project Management Institute
PMP (Project Management Professional)®