

Andria Williams, M.A., PMP

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Education

MASTER OF ARTS | 2015 | ASHFORD UNIVERSITY

- Major: Organizational Management
- Specialization: Organizational Leadership

BACHELOR OF ARTS | 2013 | ASHFORD UNIVERSITY

- Major: Business Information Systems

ASSOCIATE OF ARTS | 2011 | UNIVERSITY OF PHOENIX

- Major: Computer Programming

Certification

- **ITIL Foundations** | 2019 | Ohio University/Cybrary
- **Strategic Organizational Leadership** | 2018 | Management and Strategy Institute
- **Project Management Essentials** | 2018 | Management and Strategy Institute
- **Lean Six Sigma White Belt** | 2018 | Management and Strategy Institute
- **Lean Practitioner** | 2014 | Rocky Brands, Inc.
- **Project Management Professional (PMP)** #1698766 | March 2014 | Project Management Institute

Professional Experience

DIRECTOR, TECHNOLOGY SOLUTIONS | OHIO UNIVERSITY HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE | NOVEMBER 2022 - PRESENT

- Management of University and Medical College application technologies such as eMedley, Salesforce, Enrollment Rx, Learning Space, Osmosis, eSlide Manager, Qualtrics, and Panopto.
- Oversight of information technology services which include project management, project governance, business analysis and data governance.
- Budget development, reconciliation and Executive Reporting
- Implemented data governance practices, created a dynamic data dictionary for standardized reporting. Developed college-wide reports and designed informative data dashboards for business intelligence.
- Lead coordination, documentation, and action tracking for technology related projects
- Strategic planning, coordination to ensure seamless operations and effective technology solutions. Identify and implement process improvement efforts in alignment with strategic goals identified.
- Management of Application Software development team. Responsible for goal setting, mentorship, and other managerial duties for a technology solutions team.

ASSISTANT DIRECTOR, TECHNOLOGY SOLUTIONS | OHIO UNIVERSITY HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE | SEPTEMBER 2018 – OCTOBER 2022

- Leveraging Salesforce, facilitated and implemented process improvement efforts in partnership with stakeholders from various functional areas. Significant impacts recognized in the areas of Admissions, Advising, Retention, and Student Progress. Retrospective evaluations conducted to measure effectiveness. Designed and developed a student portal to enhance collaboration with college administrators. Created modules to track faculty lifecycle management, Preceptor appointment application processes, and Community Health Program tracking.
- Implemented data governance practices, created a dynamic data dictionary for standardized reporting. Developed college-wide reports and designed informative data dashboards for business intelligence.
- Lead coordination, documentation, and action tracking for technology related projects
- Assisted in strategic planning, coordination to ensure seamless operations and effective technology solutions. Identify and implement process improvement efforts in alignment with strategic goals identified.
- Management of Application Software development team. Responsible for goal setting, mentorship, and other managerial duties for a technology solutions team.

SR. IT PROJECT MANAGER | OHIO UNIVERSITY | MAY 2017 – SEPTEMBER 2018

- Managed highly complex interdependent IT projects that involved multiple departments.
- Provided thought-leadership on IT solution delivery, and process improvement opportunities that were consistent with the organization's long range, and strategic plans.
- Developed and maintained a productive working relationship with business owners, program sponsors, vendors, and key clients. Developed and maintained detailed project/program management plans, and schedules.
- Provided strategic guidance and insight for projects that were business critical.
- Provided work direction and leadership to assigned programs, including scheduling, assignment of work, and review of individual project efforts.
- Developed and maintained risk plans, processes, and systems to mitigate risk. Refined project/program cost estimates and confirmed funding sources.

ADJUNCT PSYCHOLOGY INSTRUCTOR | HOCKING COLLEGE | JANUARY – MAY 2017

- Led an Organizational Behavior course.

MANAGER, PROJECT DELIVERY | ROCKY BRANDS, INC. | JANUARY 2015 – MAY 2017

- Oversee a project management team, established project standards, procedures, and quality objectives. Monitored key measures such as on time delivery, budget, and customer satisfaction. Interviewed, hired, abolished, and retention of team members. Developed and managed onboarding strategy for new employees.
- Responsible for Project Portfolio management in alignment with the executive strategy, budget, IT, and resource availability. Coordinated and led executive level project governance meetings; obtained project approval, prioritization, provided status updates, and reviewed project management KPI's.
- Assisted in organizational strategic planning, development, and initiative management.
- Certified Lean practitioner: trained in Lean Six Sigma methodology and managed a variety of process improvement projects.

PROJECT MANAGER | ROCKY BRANDS, INC. | JANUARY 2011 – DECEMBER 2014

- Leveraged core project management lifecycle disciplines; initiation, planning, execution, and closing. Worked closely with project teams to define requirements, develop, negotiate, and communicate project scope, plan, schedule, cost, risk, mitigation, quality, and metrics.
- Assessed variances from the plan, developed and implemented corrective actions as necessary to ensure project meets time, cost, and quality objectives. Conducted formal customer reviews at project completion, confirming user acceptance, and satisfaction. Promoted user adoption of business processes, new software technologies, and facilitated organizational change management.

BUSINESS SYSTEMS ANALYST | ROCKY BRANDS, INC. | JANUARY 2009 – DECEMBER 2010

- Product Ownership, system administration, configuration, and maintenance of Microsoft Dynamics CRM 4.0. Responsible for data analysis, customization, workflow design, and template development.

Leadership

PARTICIPANT | TOASTMASTERS INTERNATIONAL | NOVEMBER 2018 – MAY 2018

- Develop and improve public speaking abilities through local club meetings.

MENTOR | OHIO UNIVERSITY WOMEN'S CENTER | SEPTEMBER 2018 – MAY 2018

- Mentor a student with like personal and professional fields of interest for two semesters.

PROFESSIONAL | ROCKY BRANDS INC. | 2011 - 2017

- Coordinated the Rocky Brands Women in the Footwear Industry program, Participated in the Rocky Brands Management Development program, and Rocky Brands Leaders In Footwear Today program.

MENTOR | NELSONVILLE YORK HIGH SCHOOL MENTORSHIP | 2012 - 2016

- Participated in the Rocky Brands mentorship program with Nelsonville-York High School students. Discuss career, college path, resumes, job interviews, etc. to help prepare students for college.

MEMBER, VOLUNTEER, BOARD MEMBER | HOCKING HILLS INSPIRE SHELTER | 2013 - 2015

- Led team members in strategic planning, event planning, and grant writing.

PARTICIPANT | LEADERSHIP ATHENS COUNTY | 2012 - 2013

- Participated in the Leadership Athens County program focused on community leadership.

Skills

TECHNICAL

- Microsoft Word, Excel, PowerPoint, Power BI, Forms, Power Automate, OneDrive, Jira, Microsoft Dynamics CRM development and administration, SmartSheet, Panopto, Enrollment Rx, Qualtrics, PeopleSoft, BlackBoard, and Team Dynamix
- Salesforce development and administration, user management, object management, process builder, email templates, lightning page development, reporting and dashboard development, Multi-Factor Authentication, Single Sign On, and platform encryption implementation
- Medical school technology experience with eMedley, Learning Space, Aperio/eSlide Manager, Osmosis, Clinical Training Assessment Center operations, and simulation operations

SKILLS:

- Project management, portfolio management, requirements gathering, risk analysis, fit/gap analysis, business analysis, business intelligence, system analysis, Lean Six Sigma, system implementation, system upgrade, system administration, Request for Proposal & Quote processes
- Strategic planning, Kaplan Norton Balanced Scorecard approach, process improvement, extensive process and standard operating procedure documentation, process mapping, report and dashboard development, data governance, data security, PII, FERPA, and HIPAA compliance