

PROJECT MANAGEMENT | PROGRAM ADMINISTRATION | PROCESS COORDINATION

*Experienced in policy development, process management, and the implementation of sound administrative systems*

*Demonstrated strengths in building relationships, delivering exceptional customer service, and surpassing goals*

Operational Lead with the U.S. Department of Justice supporting the delivery of all PMO functions, deliverables, and requirements on schedule, coordinating across functions, including coordination between engineering, manufacturing, and management. Serve as liaison between project management and planning, project team, and line management, and reports to the program manager. Review status of projects and budgets; manage schedules and prepare status reports; assess project issues and develop resolutions to meet productivity, quality, and client-satisfaction goals and objectives. Develop mechanisms for monitoring project progress and for intervention and problem-solving with project managers and line managers.

EXPERIENCED IN

- Budget Management
- Policy Design
- Lean Six Sigma White Belt
- SAP
- Microsoft Excel  
*(Functions: Sum, VLOOKUP, IF etc.)*
- Microsoft Teams version 1.5
- Team Leadership/Management
- Facilitation
- Issue Resolution
- Service Now/Teams, SharePoint
- Data Analytics
- JIRA
- Documentation & Reporting
- Research & Analysis
- SharePoint
- MS Word & Visio
- MS Project 2016, PowerPoint

EXPERIENCE & CONTRIBUTIONS

A Taste of Culture Urbancrest, OH 08/2024 - Current

**Host/Social Media Personality**

Using excellent communication and leadership skills interview and host local and national celebrities at public events.

LDT Ministries Columbus, OH 09/2024 - Current

**Public Speaker**

Speak at community engagements, conferences, seminars, workshops, or other public events. During each engagement convey information, ideas, and/or messages to the audience in a clear and energetic manner. Research, gather, write, and develop news and interview content. Inform, persuade, motivate, or entertain audiences with the material researched.

Voicecorps Reading Services Columbus, OH 11/2024 - Current

**Radio Personality**

Speak/read from the day's scripted commercial messages and news articles (usually from the Wall Street Journal, Columbus Dispatch, or other popular publication).

ITC Federal Fairfax, VA Remote (Contractor) 9/2023 - 10/2024

**U.S. Department of Justice - Law Enforcement Operations/Technical Support Manager-SR. 5/2024 - 10/2024**

Law Enforcement Systems & Information Sharing (LESIS) ITC provided JCIS PMO support to the U.S. Department of Justice - Justice Management Division/OCIO/CSA (CJIS Systems Agency) unit. Support covered four services, JWIN, JABS/CAS, and TAP, and Audit and Finance teams supporting PMO requirements. Provided access to User Agencies across the Federal government to FBI CJIS nationwide criminal databases in support of Law Enforcement. Assisted providing policy, procedural, customer outreach, and technical support to Tribes nationwide. Constructed policies, and job aides for IT applications. Transition SharePoint files to Teams.

**U.S. Department of Justice - Law Enforcement Program Management Specialist - SME 5/2023 - 9/2023**

Focused on ensuring all Federal Agencies with Law Enforcement personnel provided accountability reporting for their Law Enforcement Officers. Assisted with onboarding 98 Federal Agencies into NLEAD (National Law Enforcement Accountability Database) which NLEAD is an Executive Order (14074).

**KELLI R. CLARK**

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CACI International, Virginia, Remote(Contractor) 5/2022 - 5/2023

**U.S. Department of Justice - Law Enforcement Project Coordinator/Operational Lead**

Project Lead for the Justice Web Interface to NCIC (JWIN) which provides authorized agencies access to the National Crime Information Center (NCIC) and Interstate Identification Index (III), National Instant Criminal Background Check System (NICS), and the International Justice and Public Safety Network (Nlets). Responsible for facilitating the process to collect and define client requirements. Possess extensive knowledge of Microsoft Office/ Project/ Teams. Work closely with the project manager to create comprehensive action plans concerning resources, budgets, and timeframes for projects. Establish compliance with all directives for the secured handling of documents. Work in a fast-paced development and production environment while maintaining proper priorities and scheduling on extremely tight deadlines. Provide contractor/ vendor oversight and direction as needed.

Cardinal Health, Dublin, Ohio 2015 - 2022

**IT Project Lead PMO Shared Services/Mergers & Acquisition (03/2021 - 08/2022)**

**IT Project Analyst PMO Shared Services/Mergers & Acquisition (10/2017 - 03/2021)**

**IT Project Analyst Contractor (Apex Systems) 08/2015 - 10/2017**

Managed 9 projects with \$1.5 million in budget. Utilized the project management PMBOK methodology and software development lifecycle (SDLC). Successfully communicate with diverse stakeholders, solution owners, managers, and business and technical communities. Professionally facilitate meetings and ensure that schedules and timelines are being met. In the IT Project Management Office, led a variety of teams and communicated regularly with leadership, executives, and Solution Owners in Infrastructure/Shared Services.

- Developed project plans, budgets, and other key deliverables for project managers and program managers
- Developed project risk management plans
- Communicated any schedule conflicts, resource, and time constraints to the project manager
- Created metrics/dashboard for review for leadership, VP, CIO
- Investigated & analyzed business purchases and issues involving projects/project managers

Harvest Preparatory School, Canal Winchester, Ohio 2006-2014

**Admissions & Finance Director, 2012 - 2014**

Identified the business needs of the school. Resolved admissions issues through solutions of marketing, Open House modifications, and improved processes. Solutions resulted in meeting the set number goal of enrolled students. Directed administrative and finance operations for the entire school – preschool through 12<sup>th</sup> grade with 500+ students and a budget of \$1.9 million – developed and implemented fiscally sound and efficient processes and systems. Led student recruitment campaigns – yielded 25% student body growth this academic year with 100 new students – and managed the process from initial application through acceptance. Hosted campus tours and admissions open houses, serving as the first point of contact for members of the community evaluating the school system. Oversee deposits; reconciled receipts and disbursements; managed the operating budget; and produce accurate, timely financial reports.

- Served as the ‘go-to’ resource for key projects and initiatives, project managing ongoing efforts to improve organizational efficiencies, transition to online recordkeeping, and update policies and procedures.

**Transportation Director, 2007 - 2014**

Identified the business needs of the students and the school’s Transportation Department. Utilized the school’s resources and implemented new policies and procedures, and all issues were resolved. Managed processes, systems, and personnel involved in the transportation of students to and from school each day, and ensured total compliance with standard operating procedures, safety protocols, and regulatory requirements. Liaison with bus companies, school districts, parents, and administration to research and resolve transportation concerns. Conducted unbiased investigations into issues and concerns. succinct information to school officials. 24/7 on-call responsibilities for school closures, weather emergencies, and other crises.

**EDUCATION**

**Master of Business Administration**

University of Phoenix

**Bachelor of Science in Computer Information Systems**

Ohio Dominican University  
**Professional Development**

Lean Six Sigma White Belt Training Certificate of Completion