

KATHERINE GREY

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Marketing & Account Management

Client Relations ♦ Project Management ♦ Account Management

Strategic and high impact account and marketing management professional offering experience in building relationships, cultivating partnerships, retaining top accounts and growing profit channels by establishing trust with key decision-makers. Manage customer engagement throughout entire sales lifecycle. Persuasive customer advocate with expertise on expanding network connections, persuasively introducing products, educating clients, implementing pricing strategies, developing territory and revealing customer needs to deliver solutions. Savvy business professional with a positive, hard-working attitude that can handle almost any situation, client or market.

Key Career Highlights & Contributions

- Leverage industry trends in customer marketplaces to shape value-added solutions and approaches for key accounts as part of the project management efforts.
- Recognized for strategic and metric-driven approaches, successfully led multiple cross-functional teams, ensuring timely delivery of projects and development of new business materials.
- Expertise spans comprehensive management of marketing campaigns, including scope, budget, schedule, and client support. Constructs and directs project management teams, coupled with adept resource allocation, to ensure execution of projects.
- Extensive marketing, operational, and technical knowledge allows adept navigation of organizational complexities, efficient management of project portfolios, and offers a unique perspective to overcome project hurdles while mitigating risks.
- A recognized relationship builder with proven skill in building strong rapport and trust among clients and partners by building on foundations of positivity and transparency.
- Successfully strengthened culture and relationships between departments by closing communication gaps between teams while managing task completion for diverse projects.

Key Skills: Project Management | Consultative Sales | Budgeting and Allocation | Business Analysis | ROI and Metrics Analysis | Marketing Strategy | Media Planning | Account Management | Strategic Communication | Web Content Management | Team Leadership | Stakeholder Engagement | Engineering Management | Staff Leadership | PMO Implementation | Procedure Development | Operations Support | Resource Allocation | Customer Satisfaction | Analytical Skills

Career History

Ellwood National Forge, Jamestown, New York

2023 – Present

NDT Examiner

Developed and implemented procedures, techniques, calibration methods, and equipment evaluations, ensuring full compliance with customer and specification requirements. Conducted comprehensive training and review for NDT Level I, II, and III personnel, leading to enhanced certification standards. Accurately interpreted and evaluated NDT results, ensuring adherence to applicable codes, standards, specifications, or procedures.

- Advised on corrective measures for non-conformance, optimizing product quality and compliance.
- Selected, calibrated, and operated NDT equipment, enhancing the precision and reliability of product testing.
- Ensured the accuracy and compliance of both internal and external NDT reports through meticulous review.
- Assessed customer NDT specifications and work scope, identifying associated cost implications during quotation.
- Facilitated cooperation with external laboratories, audit authorities, internal stakeholders, and customers on design and quality aspects of NDT procedures.
- Conducted reviews of subcontractor NDT reports and personnel qualifications, maintaining high standards of quality.
- Executed compliance audits at subcontractor locations, affirming adherence to NDT requirements.
- Maintained comprehensive NDT qualification records, supporting personnel development and certification.
- Spearheaded development of NDT personnel training and testing methods, administering examinations for proficiency.
- Led initiatives for NDT process improvement, enhancing operational efficiency and quality.
- Undertook Quality Engineering tasks related to NDT, including Quality Planning, Data Analysis, and Process Control, driving continuous improvement.

Northrop Grumman, Palmdale, California

2023

Senior Principal Engineer, Non-Destructive Testing (NDT)

Pioneered advanced NDT methodologies, especially in ultrasonic inspection. Innovated and deployed automated inspection systems, enhancing the precision and efficiency of NDT processes. Served as a Subject Matter Expert across all certified methods, providing invaluable guidance to both peers and management on intricate inspection techniques and findings.

- Led the development and instruction of Ultrasonic Testing (UT) Level I and II courses, significantly contributing to the technical proficiency of the NDT workforce.

Northrop Grumman, Non-Destructive Testing (NDT) - continued

- Spearheaded the creation and continual refinement of specifications and procedures for a broad spectrum of inspections, ensuring adherence to the highest standards of quality and safety.
- Designed and executed targeted training and audit programs to elevate the capabilities of new and underperforming technicians, alongside contributing to the recruitment and assessment of potential team members.

Exo, Inc., Magnolia, Texas**2014-2023****Senior Nondestructive Testing Tech LV II, 2014-2018, 2022-2023****Assistant NDE Technician, 2013-2014**

served as the Manager of Project Operations, overseeing the Utility Division. Managed and evaluated projects, assigning them to suitable project managers and NDT Technicians to ensure timely and cost-effective project execution. Hired of technicians and office staff, successfully meeting or exceeding the strategic objectives set by the Board of Directors, growing the technician staff.

- Engaged directly with stakeholders to resolve disputes and issues effectively for both the company and its clients.
- Acted as a Subject Matter Expert on the technical aspects of projects at an NDT Level III.
- Collaborated with client senior leadership to guarantee the on-time delivery of contracts.

Acuren, Indianapolis, Indiana & LaPorte, Texas**2013-2018, 2018-Present****Project Manager, Level III**

Led diverse Phased Array Ultrasonic Testing (PAUT) and Certified Welding Inspector (CWI) teams in the meticulous evaluation and repair of critical power distribution infrastructure, ensuring projects were delivered on time, within budget, and above expectations. Fostered a culture of safety and excellence, steering project teams to meet client demands effectively while maintaining a positive, secure work environment.

- Demonstrated exceptional leadership in managing complex stakeholder relationships, effectively serving as the organizational ambassador to high-value clients, thereby ensuring client satisfaction and project success.
- Implemented innovative inspection techniques and procedures for specialized repairs, such as Inconel 625 gusset solutions, enhancing operational efficiency and reducing error rates through optimized reporting processes.
- Achieved substantial revenue growth by maximizing resource utilization, strategic talent allocation, and optimizing billable project hours, underscoring a commitment to both client value and organizational profitability.
- Served as an Advanced Service Assistant at a leading full-service inspection and engineering firm, responsibilities included equipment maintenance, setup, and calibration for weld quality inspections and corrosion mapping using state-of-the-art tools such as Olympus Weld Rover and Jireh Navic.

Marstrats, LLC, St. Louis, Missouri**2010-2013****Marketing Project Manager**

Led marketing projects to develop strategies and strategic media placement across various channels. At this full-service marketing firm, managed broad-ranging marketing projects, focusing on strategy development and strategic media placements across digital and traditional media platforms, leading teams of 3 to 20 individuals.

- Developed social media plans and best practices for clients, supervising all media buys.
- Co-authored and developed no-cost teacher recruitment plans for a North Carolina school district under the Race to the Top grant, with a focus on digital media.
- Generated \$1B in revenue by guiding a team of experts in successful bidding processes.
- Worked closely with client senior leadership to ensure the timely delivery of contracts.
- Earned Level II certification in Magnetic Testing (MT) and Ultrasonic Testing II-A swiftly.

NAS Recruitment Communications, Cleveland, OH**2008 - 2012****Digital Media Account Manager/Engagement Planner**

Directed the digital recruitment strategies for US Army Healthcare, enhancing campaign effectiveness through targeted media channels and innovative engagement strategies.

- Improved click-through rates (CTR) from 0.1% to 0.7% while reducing costs, managed a \$10M national media budget to achieve a 60% increase in leads, and developed localized engagement plans that complemented the national strategy.

Fort Rapids Resort, Columbus, OH**2007-2008****Marketing Specialist**

Developed comprehensive marketing strategies to boost revenue, including crafting vacation packages and executing media plans across various platforms.

- Led the website redevelopment project, brokered a multi-year promotional agreement with the MLS Columbus Crew, and collaborated with the Revenue Manager to create packages that increased room revenue by 20%.

Education & Training

Bachelor of Science

Franklin University

Master of Science, Engineering Management

South Dakota School of Mines And Technology

Master of Science in Data Science

Bellevue University, (Expected 2024)

Project Management Professional (PMP) Certification

Project Management Institute

ASNT Level III

In Ultrasound, Magnetic Particle & Liquid Penetrant