VALERIE MCCLOUD

PMP, PMI-ACP, Prosci® Certified Change Practitioner

804.240.0148| [valerie.s.mccloud@gmail.com](mailto:valerie.s.mccloud@gmail.com)| <https://www.linkedin.com/in/valeriemccloud>

**PROFESSIONAL SUMMARY**

Prosci Certified Change Practitioner well versed in change management methodologies including ADKAR. Results-oriented, mission-driven strategist with excellent facilitative, communications, and problem-solving skills eager to deliver real solutions for workplace initiatives. Experience with both waterfall & agile project management and change management, focused on leading successful change, enhancing business operations, technology implementations, and user / customer experience. Effective communicator across all organizational levels, including executive leadership, mid-level managers, and multifunctional teams to achieve successful outcomes contributing to business success.

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * Change Management * Project Management * Business Process Redesign * Stakeholder Assessment * Agile / Lean Methodologies | * Business / Policy Analysis * Training & Communications * Budget Management * Performance Measurement * Business / IT Alignment | * Customer / User Experience * Large Group Facilitation * Team Building / Collaboration * Leadership / Problem-Solving * Executive Presentations |

**PROFESSIONAL EXPERIENCE**

**Foxfire Consulting, LLC,** Midlothian, VA (August 2014 – Present)

Principal Change Management Consultant

* Providing change management and project management consulting services and training.
* Provided project/change management services for Southern States’ vendor effectively implementing website development, improving business processes, and providing organizational leadership that improved relationships, improved cultural norms, and increased customer satisfaction.
* Provided management consulting services to IT data analytics company improving business processes and enhancing working relationships with vendor and manufacturing company.
* Provided PMO Governance / Agile Coaching services to the Virginia Department of Transportation.
* Provided Agile Coaching and Transformation Management services to Cognizant Technology Solutions, this included change management, training, and coaching teams in Scrum and Kanban frameworks.
* Provided Change Management and Project Management services to Markel.
* Led development teams through agile transformation working with cross-functional teams responsible for delivering technology products and services. Primarily worked with Scrum teams, Product Owners, extended teams, and management to support agile delivery and build high performing agile teams.
* Provided project management and change management leadership for project initiatives including the implementation of ITBM (IT Business Management) Suite. Created dashboards, presentations for senior leadership. Crafted change management plan rolling out the ITBM tool to pilot user groups.

Valerie McCloud Page Two

**Capital One,** Richmond, VA (December 2010 to August 2014)

Senior Change Manager / Operations Project Manager

* Led change initiatives (small and large-scale IT implementations, business processes / operations, acquisitions, etc.), utilizing Prosci ADKAR methodology, including creation of strategic change

management plan, governance structure, communications plan, sponsor roadmap, impact & stakeholder analysis, resistance management, user access, training, current and end state processes, user / customer experience, and business readiness (adoption and proficiency).

* Pioneered change management for enterprise content management system migrating images from 40+ repositories for 20,000+ users, changing roles / responsibilities, and user profiles.
* Delivered scorecard, status and other presentations to senior executive leadership influencing decisions needed to address risks and issues for successful implementation.
* Led teams through agile adoption by providing team training, communications, facilitation and guidance in utilizing agile tools and techniques for Scrum and Kanban.

**Hill-Christian Consulting, LLC,** Richmond, VA (October 2010 to December 2010)

Independent Business Consultant

* Delivered business consulting for local government and not-for-profit organizations in organizational change and project management.
* Facilitated retreats, workshops and team-building exercises.

**City of Richmond,** Richmond, VA (November 2000 to October 2009)

Senior Management & Budget Analyst / Council Policy Analyst

* Served as policy analyst for Richmond City Council.

* Supplied business-consulting services for City departments identifying best practices, developing performance measures, and leading efficiency and effectiveness studies, saving $1 million.
* Implemented Legislation Preparation Process which altered the way City legislation was proposed & analyzed; led studies on merging various Schools system and City departments; established framework for the City’s legislative lobbying program for the State’s General Assembly; designed budget trend analysis tool which resulted in savings of $2M; served as Acting Chief of Staff.
* Led City-wide initiative as the Legislative Liaison for the General Assembly. Coordinated efforts with the Mayor and CAO taking preemptive / responsive measures minimizing legislative impact.
* Conducted complex operating and special funds budget preparation, analysis and monitoring for Human Services Portfolio with over $60 million budget; influenced decision-making at the executive level, maintained budget thresholds within limits by tracking expenditures.

**MILITARY SUMMARY**

Service Country: United States

Branch: Army Reserves

Rank: E-5

**TECHNICAL SUMMARY**

Microsoft Office: Word, Excel, PowerPoint, Outlook, Project, Visio

JIRA; Version One; Knowledgelink; Clarity; SharePoint; Lobbyist-In-A-Box

Valerie McCloud Page Three

**EDUCATION AND CERTIFICATIONS**

Virginia Commonwealth University, Richmond, VA

Bachelor of Science in Business Management, Minor in Spanish

Project Management Professional (PMP)

Prosci© Certified Change Practitioner (CCP)

Certified Change Management Professional (CCMP) – In progress

PMI Agile Certified Practitioner (PMI-ACP)

Certified Scrum Master (CSM)

Circle of Excellence Award (Capital One)

Grace E. Harris Leadership Institute for Women (VCU)