

Naomi (TaNeekwa) S. Donley

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Education

BACHELORS OF BA

Western Governor University, Wilson, NC

Major: Business Administration

Wilson, NC

Current - (Expected March 2026)

Experience

FlexGen, Hybrid | Durham, NC

Proposal Coordinator/Automations Specialist (Contract) / March 2025 – Present

- Own and coordinate the end-to-end proposal lifecycle for Energy Management System (EMS) and Full-Product offerings, supporting pricing validation, scope alignment, and timely delivery of client-ready proposals.
- Served as the central point of contact between BD, Engineering, Operations, and vendors—coordinating inputs, aligning scope, and ensure proposals are technically accurate, commercially sound, and operationally executable.
- Contributed directly to proposal content development, reviewing and refining sections for clarity, accuracy, and alignment with customer requirements.
- Reviewed and analyzed bid request documents (RFPs, RFQs, and RFIs), extracting critical information and sharing key insights with the proposal team to ensure alignment with client requirements.
- Maintained high levels of integrity, accuracy, and accountability while managing sensitive operational and customer-facing data.
- Managed document control and data flow using SharePoint, Salesforce, and Excel—ensuring accuracy, version control, and timely access for cross-functional teams.

Project Highlights

- Automated EMS proposal generation, building a system tool that transforms EMS Price Worksheet inputs into fully formatted, client-ready proposals within minutes, reducing proposal turnaround time by over 90%.
- Built a customer-facing EMS pricing tool portal, allowing clients and internal teams to securely generate pricing outputs faster, putting accurate pricing in front of customers earlier in the sales cycle to support faster deal progression and revenue realization.

Spectra force, Hybrid | Raleigh, NC

Client Service Coordinator / July 2024 – March 2025

- Serve as the main point of contact for multiple high-profile client accounts, including Charles Schwab, Cigna, and Cencora, managing contractor agreements and the entire candidate lifecycle.
- Maintain accurate records across multiple accounts and systems, ensuring compliance, audit readiness, and clean data for reporting.
- Owned end-to-end onboarding coordination with strict documentation and deadline requirements—background checks, I-9s, fingerprinting, and compliance tracking.
- Work closely with hiring managers, recruiters, and onboarding teams to streamline workflows, improve documentation processes, and enhance communication between stakeholders.
- Spearheaded process improvements, implementing tracking templates, standardized documentation, and structured reporting systems to improve efficiency and reduce errors.
- Manage time-sensitive projects under tight deadlines, proactively identifying inefficiencies and implementing solutions that drive better candidate experience and operational success.

Viventium | Remote

Sales & Implementation Coordinator / August 2023 – February 2024

- Spearheaded seamless onboarding of new clients onto Viventium payroll platform, from contract signature, assuming the pivotal role as primary point of contact throughout various stages and lifecycles.
- Owned the client database and document management throughout the implementation lifecycle, ensuring data integrity and seamless handoff to the onboarding team.
- Drafted, reviewed, and managed all client contracts and proposals using CRM and database systems (Salesforce/Asana), ensuring strict compliance with business requirements and regulatory standards while maintaining accurate documentation throughout the client lifecycle.
- Owned data extraction and migration from various payroll platforms (Gusto, Heartland, Paylocity), organizing and validating employee records, payroll data, and Excel-based reports to ensure accurate, import-ready documentation.
- Partnered with sales reps to track account status, flag missing documentation, and keep implementations on schedule—managing multiple client projects simultaneously under tight deadlines.

Skills

Professional Skills: Client & Stakeholder Communication | End-to-End Request & Deliverable Ownership | Proposal & Sales Coordination | Resource Planning, Scheduling & Prioritization | Cross-Functional Collaboration (Sales, Operations, Engineering) | Customer Requirement & Scope Alignment | Operational Readiness & Execution Support | Conflict Resolution & De-escalation | Critical Thinking & Decision Support | Capacity & Demand Planning | Time & Priority Management | Escalation & Risk Management | Customer Experience & Relationship Management | Pricing & Commercial Coordination | Proposal Management | Database management

Technical Skills: Microsoft Excel (Advanced) | Outlook, Word, PowerPoint | CRM Systems (Salesforce or equivalent) | SharePoint & Document Management (version control) | Workflow & Process Tracking | Data Validation & Reporting | Capacity & Resource Tracking | Automation | SOP | GitHub | Payroll Software | Data Validation & Reporting | Client Portals & Proposal Tools | AI-Assisted Business Tools | Automation-Enabled Workflows |