**Susan M. Kelley**

45 Chatham Fields Road, East Hampton, CT 06424

860-365-9393 (h) 703-402-4765 (c)susan.m.kelley@gmail.com

**SENIOR OPERATIONS AND PROJECT/PROGRAM MANAGEMENT**

*Accomplished professional with quantifiable success, outstanding*

*organizational and analytical skills and a common sense approach.*

**AREAS OF EXPERTISE:**

* Certified Lean Six Sigma Green Belt
* Software Development Life Cycle (SDLC)
* Large Contract Oversight
* Grants Management
* Change Management
* Process Improvement
* Procedure Development
* Logistics and Distribution
* Inventory Management
* Quality Assurance
* Cost Control/Reduction
* Customer/Client Relations
* Staff Supervision
* Vendor Management

**PROFESSIONAL EXPERIENCE:**

**American Institutes for Research (AIR), Washington DC (2007 – 2011)**

Over the course of 3 years, supported two multi-million dollar state assessment programs through exceptional project management with progressively more scope and responsibility. These programs provide state departments of education with testing materials to support both online testing as well as traditional paper and pencil testing. Also included are special versions for the hearing and visually impaired, scoring and score reporting.

**Assessment Division, Oregon Department of Education Contract Apr 2010 – Mar 2011**

***Senior Operations Specialist***

* Produced, printed and distributed 120,000 paper Writing assessments across the state, including test forms, ancillary materials and return shipping labels.
* Along with AIR senior management, the Special Versions team and the Computer Statistical Sciences Center (CSSC) team, work on the Text to Braille development team to implement Online testing for students that currently take Braille assessments.
* Ensure timely implementation of all systems changes, upgrades through cross functional team management.

**Assessment Division, Hawaii Department of Education Contract Dec 2007 – Aug 2010**

***Senior Operations Specialist***

* Transitioned the state over to online testing from concept through implementation using SDLC methodologies. Included an online field test, training, manuals, user guides and communications to the field (School Administrators, Teachers and Parents).
* Reduced budget deficit by $1 million within first 12 months of employment.
* Assisted in securing a one year contract extension followed immediately by an additional three year extension.
* Streamlined internal project processes and worked with vendors/subcontractors on improved inter-organization processes to further streamline processes and reduce risk.
* Implemented Text to Speech system in online testing to support online testing by hearing impaired by overseeing the system development, training on tool to “tag” test items (questions and stimuli) so that they can be heard as well as read, and directly supervised the team that tagged thousands of test items.
* Managed transitioning Hawaiian Aligned Portfolio Assessment (HAPA) to an online format to support the state’s Hawaiian Language Immersion Program (HLIP), including the translation of one paper and pencil assessment (and ancillary materials) and several hundred online test items into Hawaiian.

**American Red Cross, Washington DC** **(1998 – 2007)**

A nine plus year career at the Red Cross was highlighted by several promotions and accomplishments. Each position offered progressively more responsibility and leadership experience. Service area support provided oversight and support to all Red Cross Chapters across the country. Plasma Services managed the movement of raw plasma from blood collection centers to manufacturing sites that turned it into life saving plasma derivative products. This FDA regulated environment required stringent procedures and quality assurance in order to ensure the Code of Federal Regulations (CFR) and all other federal and local requirements were consistently met.

**Chapter Operations, Service Area Support**

***Program Manager* Jan 2007 – Nov 2007**

* Reduced departmental budget by over $55,000.
* Decreased the risk of audit findings on the $1.3 million federal AmeriCorps grant by more than 80%.
* Applied lean manufacturing principles to the grant management process to increase efficiency, allowing for staff re-allocation rather than increasing staff numbers.
* While overseeing a $25 million gift to the Red Cross, directed a project to replace four damaged American Red Cross buildings in the Gulf Coast after Hurricane Katrina.

**Biomedical Services, Change Support & Development**

***Manager/Interim Director, Change Management*** **Sept 2004 – Jan 2007**

* Earned Lean Six Sigma Greenbelt certification by successfully completing a project to decrease the number of documentation errors at blood regions.
* Assisted in the development and implementation of and ultimately managed an enterprise-wide change management system (CMS) for all of Biomedical Services. This system provided cross-functional analysis of all potential changes to Biomedical processes in order to maximize efficiency, reduce cost and risk, and receive stakeholder by in prior to implementing changes.
* Streamlined processes for and monitored enterprise-wide staff capacity levels to measure the potential impact of implementing proposed business changes.

**Biomedical Services, Plasma Services Division** **(consultant)**

***Manager, Plasma Standardization* Jan 2004 – Sept 2004**

* Spearheaded high profile audit of plasma recall files to ensure compliance with FDA regulations, the Code of Federal Regulations, current good manufacturing processes and all local and federal regulations.
* Created and coordinated organizational system for plasma recall files, which resulted in locating 171 missing paper files and the tracking and analysis of 25,000+ plasma units.
* Identified and located 1000+ plasma units associated with corrective actions.

**Biomedical Service, Plasma Services Division**

***Manager, Quality Systems and Compliance* Sept2001 – Mar 2003**

* Reviewed, validated and authored local operating procedures and updated protocols.
* Within first six months of hire, conducted an inventory reconciliation which resulted in the recovery of 200,000+ liters of product valued at $51 million, and returned 136,000 vials of product to distributable inventory, valued at $11+ million.

**Biomedical Services, Plasma Services Division**

***Manager, Plasma Planning / Logistics Associate* Oct 1998 – Sept 2001**

* Created enterprise-wide inventory tracking system from 50+ collection facilities to 3 manufacturing facilities, allowing for just-in-time product redirection in order to meet long-range strategic initiatives.
* Received a Service Award for successfully overseeing the re-consignment of 90,000+ liters of plasma valued at $20 million back into production.
* Resolved costly storage issue of 7,000+ liters of excess inventory, leading to their sale.

**EDUCATION:**

**Bachelor of Arts**, State University of New York at Oswego