



Yvette Ali, CAPM®

PROJECTS | OPERATIONS | PROGRAMS



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EDUCATION

BACHELOR OF ARTS
Major: Organizational Mgt.
Minor: Project Mgt.
Ashford University

EXPERTISE

Board Relations

Community Outreach

Data Management

Grant/Project Management

Human Resources

Operations

Partnership Building

Process Engineering

Program Development

Quality Control

Social Media Marketing

Strategic Planning

Résumé Writing

PROFILE

Over 14 years' progressive experience in program development, project management, operational streamlining, and partnership-building in private, government, and non-profit industries. Accomplished in planning and executing projects from concept to execution, while deeply committed to delivering quality outcomes. A thoughtful and progressive thinker with successful experience in demanding work environments requiring high levels of preciseness.

Practiced in using business analysis practices to identify opportunities/challenges. Talented at setting the gold standard in the development of templates, practices, and frameworks in process improvement. Strong aptitude for emerging technologies with eminent communication skills. A born mentor, with an unsurpassed work ethic and contagious enthusiasm geared towards building positive relationships. Strong multicultural sensitivity and literacy. Intellectually curious, able to self-start solution discovery (exhibit owner mentality). Bilingual: English and Spanish.

PROFESSIONAL EXPERIENCE

ASSOCIATE PROJECT MANAGER, Lumen Technologies | June 2023 – April 2024

Served as project manager for low-risk, low-complexity telecom development projects assigned by PMO office. This entailed end-to-end PM domains including SOW analysis, kick-off presentations, building project plans, governance, and escalations. Heavy coordination with contracted vendors and internal sales teams in scheduling install/turn-up of Lumen network services and CPE orders to achieve customer- desired dates. **Key contributions:**

- Established relationships, confidence, and security with vendors and customers through sensitivity, quick response, and attention to detail.
- Took the lead in the development of an APM Playbook and creation of project lifecycle workflow, allowing the unit to take advantage of better resources for continued growth.

DIRECTOR, The Children's Museum of St. Croix | Remote (2022 – 2023)

Worked closely with the Board of Directors in meeting this non-profit's fundraising, capacity-building, and systems-creation goals. Entailed guiding event planning, process improvement, strategy, and technical guidance on marketing, database creation, and project planning. **Key accomplishments:**

- Built a comprehensive donor database of over 700 constituents which reduced time spent managing data, creating a disciplined approach to data management.
- Designed and implemented forms, reports, images, marketing material, and usable business templates for non-profits and fundraising events.
- With a 6-week timeline, worked with the Board to plan and execute a successful fundraiser/auction event to ensure a full house and meet the fundraising target. Used Qtego platform for event registrations/management.
- Created social media marketing campaigns with insightful information to promote and create community awareness of the museum. Increased Facebook page traffic by 50% and tripled followers in 3 months.

TECHNICAL SKILLS

Remote collaboration tools:

Zoom, Skype, Google Hangouts, GoToMeeting, Sharepoint, Slack, MS Teams, Dropbox, Canva

Document Software:

MS Office 365 (Word, Excel, Outlook, PowerPoint, Copilot), Google Workspace.

Additional:

ADP, Asana, Basecamp, Bloomerang, Canva, Celoxis, Concur, MS Project, PowerBI, Trello, Quickbase, CRMS, HRMs, Social Media (Facebook/ Instagram/Twitter/ TikTok/ Snapchat)

SOFT SKILLS

Adaptive Management

Communication

Creativity

Critical thinking

Decision-making

Driven

Emotional Intelligence

Integrity

Leadership

Motivator

Organization

Problem-solving

Resourcefulness

Situational Awareness

CERTIFICATIONS

Certified Associate in Project Management (CAPM®)

Certified Résumé Writer

Lean Culture Certified (LCC)™

Six Sigma Black Belt Professional

PROFESSIONAL EXPERIENCE continued

PROJECT DIRECTOR, EQUUS Workforce Solutions | St. Croix (2021 - 22)

Reporting to the Regional Manager, led a staff of 10 under a 1.3M contract with over 70 project deliverables and program objectives aligned with the Workforce Investment Opportunity Act (WIOA). Recognized twice for company's LEGACY company values: servant leadership and initiative. **Key accomplishments:**

- Within 90 days of contract, led the seamless transition of both One Stop Career Centers ensuring critical partnership collaboration.
- Created functional operational practices in communications, SOPs, workflows, process optimization, and reporting aligned with the needs of internal & external partners.
- Maintained fiscal accountability and budget forecast at 95% accuracy.
- Recruited and onboarded staffing for both American Job Centers within 30 days.
- Successfully monitored/maintained progress toward attainment of contract's Negotiated Performance Goals (NPG).

PROJECT ANALYST, The Strategy Group | St. Croix (2020 - 21)

Supported assigned disaster recovery projects by coordinating data and deliverables to help push projects from start to finish. Drove the prioritization of project tasks/timelines to bring projects to conclusion and on time with a focus on providing detailed, accurate, and timely updates and capturing risks/issues. Coordinated information-gathering sessions and reviews with users to clearly define needs and work plans. **Key accomplishments:**

- Provided support in complex disaster recovery and CDBG projects from concept to fully developed schedules and risk registers for the UVI Multipurpose Complex/Emergency Shelter Project and the JFL Temporary Hardened Structure projects.
- Fostered and maintained strong business partner and client relationships through consistent, proactive, and thorough communications by providing guidance and technical support for UVI and JFL projects.
- Automated processes for assigned projects and implemented improvement initiatives in meeting facilitation which enhanced overall efficiency.

VAL CREW LEAD, U.S. Department of Homeland Security, FEMA | St. Croix (2019 - 20)

As a federal point of contact for non-profit agencies post Hurricane Maria, served as one of the central coordination points between local, territorial, Federal government and voluntary/faith-based/ community organizations. **Key contributions:**

- Under the Recovery Support Function (RSF), worked closely with territorial Long-Term Recovery Groups (LTRGs) and State Voluntary Organizations Active in Disaster (VOAD) in community and volunteer outreach.
- Delivered technical guidance and built relationships among local government and voluntary, faith-based, and community-based organizations.
- Analyzed impact of unmet needs for program planning and advocacy.

EARLY CAREER

DIRECTOR OF OPERATIONS

Serene Business Centers, United Arab Emirates | 2017 - 2019

ONLINE BUSINESS MANAGER / RÉSUMÉ WRITER

Self-Employed Freelancer, USA and UAE | 2013 - 2017

PROGRAM MANAGER

Working Excellence Capital Partners, St. Croix | 2012 - 2013

SUBSTANCE ABUSE PROGRAM ADMINISTRATOR

Pinnacle Services, L.L.C. St. Croix, | 2011 - 2012