

Tonia Howe

PROFESSIONAL SUMMARY

Encouraging Evaluation Manager and analytical problem-solver with talents for team building, leading, and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using data-driven decision-making skills and sound judgment to positively impact company success. Dedicated to applying training and morale-building abilities to ensure quality evaluation practices, enhance employee engagement, and boost performance.

SKILLS

- Data-Driven Decision-Making
- Cross-Functional Communication
- Cross-Functional Team Leadership
- Excellent Customer Service skills
- Effectively manage remote teams
- Collaborate Cross-Functionally
- Managing Communications Channels
- Sharepoint sites & document libraries

WORK HISTORY

SENIOR MANAGER, EVALUATION FACULTY | 11/2021 to Current

College of Business, Western Governors University

- Implemented and developed operational standards, policies and procedures.
- Evaluated hiring, firing, and promotions requests.
- Conducted annual reviews on performance for employees, compensations and hiring to maintain appropriate staffing requirements.
- Provided strong leadership to enhance team productivity and morale.
- Managed large-scale projects and introduced new systems, tools, and processes to achieve challenging objectives.
- Collaborate with Director of College of Business Evaluation on ways to improve efficiency, ways to support engagement in remote environment, and various assigned projects.

EVALUATION MANAGER | 10/2012 to 11/2021

College of Business, Western Governors University - Salt Lake City, UT

- Recognized for outstanding performance in areas of Student Obsession, Deliver Results, and Own It in 2021
- Collected and analyzed data on course performance and faculty performance.
- Manage relationships within diverse remote team to build team unity and engagement.

- Manage quality control by working to achieve department SLAs: Quick, Fair, Accurate, Helpful
- Participate in Program reviews and contribute to redevelopment of courses.
- Collect and analyze various data points to monitor calibration and evaluator behavior.
- Proposed and led calibration efforts of standardized rubric aspect for 230 evaluators in 2020.
- Led and facilitated pilot program on standardized feedback, which included writing standardized feedback for two tasks: one using 3-point rubric and one using 5-point rubric in 2018.

COURSE LEAD | 10/2010 to 10/2012

Western Governors University - SLC, UT

- Recognized by University for outstanding performance in 2012.
- Assisted in recruitment of new team members, hiring highest qualified to build team of top performers.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Collaborated with other departments on course improvements and calibration issues.
- Supported continuous improvement of courses, instructors, and programs during period of rapid growth.

EVALUATOR | 10/2008 to 10/2010

Western Governors University - SLC, UT

- Evaluated student submissions to determine competency of critical course concepts.
- Communicated with students using WGU feedback model.
- Applied all WGU evaluation processes to ensure evaluations were accurate, helpful, quick, and fair.
- Evaluated multiple undergraduate and graduate courses including Accounting, Finance, Ethics, Business Law, Human Resources, Leadership, Marketing, etc.

EDUCATION

Utah State University - Sigma | Masters of Business Administration

Beta Gamma Sigma

Brigham Young University | Bachelors of Science Accounting and Information Systems

CERTIFICATIONS

- July 2020 Lean Six Sigma Green Belt, UofU
- June 2020 Master Remote Work Leader, USU
- Oct 2020 Master Remote Work Professional, USU