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**

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| --- | --- |
| * 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