**[Marsi Fein Miller, MPA, PMP](https://www.linkedin.com/in/marsifeinmiller)**

301.257.0493 marsifeinmiller@gmail.com

[LinkedIn profile](https://www.linkedin.com/in/marsifeinmiller)

**SUMMARY**

Organizational effectiveness and technical communication team leader. Discerning and adept at creating a sense of urgency and generating enduring shifts. Work settings include technology, HR, operations, quality, consulting, social services, education, and research. Expertise in:

|  |  |
| --- | --- |
| * Developing and managing teams | * Change management |
| * Content management | * Enterprise communications, strategy |
| * Learning and development | * Outcome measurement |

**ACCOMPLISHMENTS AND EXPERIENCE**

Paradyme Management, Greenbelt, MD 2012-Present

**Senior Consultant and Project Lead**

Practice leadership: quality improvement and employee engagement.

Six-month deployment to firm headquarters focused on quality management, knowledge management, coaching staff, and team building.

* Obtained ISO 9001:2008 certification for firm. Served as management representative for the internal audit, which yielded zero non-conformities.
* Installed Quality Management System; created and implemented individual development plans.
* Designed and created knowledge management and document repositories in Google Drive.
* Aligned business objectives with staff roles by designing and facilitating employee engagement exercises in company-wide meetings.

Client Leadership: U.S. Courts, Administrative Systems Office

Subject matter expert for distance learning.

* Emphasizing performance, versus training and learning, by identifying underlying needs.
* When training is the solution, transforming static training into genuinely interactive and immersive experiences developed in Adobe Captivate and other platforms.
* Lowered training costs by adding checklists and calendars to the website, tools that connect individual tasks to larger goals and support informal learning.
* Contributed to higher adoption rates of a technology application by redesigning the entire experience of onboarding new users.

Led multi-disciplinary team redesigning internal agency website housed in WordPress. Created plan, hired staff, flagged issues, and prevented talent silos by spurring knowledge exchange. Incorporated user experience concepts into redesign of website for 33,000 Oracle PeopleSoft users.

* Reduced unique pages by 40%, making Information easier to find, understand and use.
* Shifted culture to produce analytics and use the data to guide improvements.

Incorporating Agile approaches into Software Development Life Cycle, SDLC. Results include:

* Initiated changes to business processes, resulting in shorter cycles for deploying guidance.
* Segmented the “market” of 1,000 HR professionals, allowing targeted communications.
* Responded to organizational restructuring by creating a strategic plan with goals that aligned to the changes; 18 months later most of the goals were achieved.

Intentional Organizations, Chevy Chase, MD 1999-2011

**Principal and Founder**

Led 85+ organization development engagements, hiring consultants and composing diverse, multi-disciplinary teams. Managed quality, scope, cost and schedule. Built relationships with clients and stakeholders of varying occupations, levels and backgrounds. Sole lead on projects up to $300,000.

Coaching, learning and development, training.

* Created “Moving into Management” training curriculum. Refined the training and delivered it for multiple clients, helping employees who assume leadership roles perform them effectively.

Marsi Fein Miller 301.257.0493

marsifeinmiller@gmail.com

* Redesigned coaching program for senior scientific, technical and non-technical leaders, improving the coach matching process and clarifying coaching goals among participants.
* Taught nonprofit executives how to coach their peers. Participants learned and demonstrated these techniques, preparing them for using coaching in their organizations.

Designing, delivering and measuring technical assistance.

* Revamped technical assistance for network of community-based organizations in Washington, D.C. Built service portfolio with meaningful performance measures. Goal achievement consistently above 80% across participant cohorts, as measured by pre- and post-assessments.
* Knowledge management lead; created tools for knowledge capture and decision history.
* Implemented controls and managed risk for $5.4 million grant, which obtained clean Office of Management and Budget A-133 Compliance Supplement audits.

Facilitating groups, gathering technology requirements, and analyzing business processes.

* Gathered business requirements for technology dashboard by facilitating a cross-functional group of employees, resulting in real-time data to inform decision-making.
* Enabled a federal agency’s executives to see multiple levers for change, achieved by analyzing links and gaps among business objectives, individual job roles, and business processes.

American Red Cross, Alexandria, VA Chapter 2008

**Interim CEO**

Hired by the board of directors to stabilize and revitalize the organization. Supervised staff of 13, including health, safety, and disaster trainers, who in turn supervised 100+ volunteers.

* Catalyzed change during transitional period. Increased cooperation with local, regional and national program partners; handled hiring and separations, grievances, and compensation.
* Facilitated negotiations with blood services, improving regularity of blood collections.
* Assessed organizational strengths and needs and worked with board and staff to implement recommendations. Increased board involvement in strategic planning, fundraising, and shift to shared services model. Supported board audit and finance committees.

**OTHER RELEVANT EXPERIENCE**

Training Director, Support Center of Washington

**CERTIFICATES**

PMP, Project Management Professional (in PMI registry as Martha Fein), 2015.

The Complexity Lens, Plexus Institute and Adapt Knowledge, 2014.

Facilitation Training Program, Training Resources Group, 2010.

**PROFESSIONAL MEMBERSHIPS**

Plexus Institute

Society for Technical Communication; Content Life Cycle and Usability and User Experience groups.

**EDUCATION**

M.P.A., Management, Robert F. Wagner Graduate School of Public Service, New York University, New York, NY. Research Assistant, Center for Management.

B.A., Policy Studies, International Political Economy, Maxwell School and Political Science, Syracuse University, Syracuse, NY. Teaching assistant, Policy Studies; Resident Advisor.