

Project Manager | Success Strategist | Safety & Security Specialist

EXECUTIVE SUMMARY

A curious and voracious learner who is known for the highest personal and professional integrity in every aspect of work and life. A problem solver who easily captures audiences by skillfully deploying genuine enthusiasm with innate ability to connect with others and build relationships. A self-starter who thrives in self-learning, fast-paced environments. A respected trainer and mentor who welcomes challenges others have deemed impossible as well as managing the ordinary day-to-day. A skilled and certified negotiator who asks the right questions, creates a well-defined roadmap and drives to win-win solutions. A personable, highly skilled first responder who has scored in the 95th percentile regarding logic and critical thinking on official exams. Known as an empathetic icebreaker and the most polite bulldog you'll ever meet.

AREAS OF EXPERTISE

- Miro | Power User | Online Whiteboard Collaboration
- Research, Reframe & Relay
- Asking the Right Questions & Making Tough Decisions
- White Paper Authoring
- Creative & Effective Negotiation
- Problem Solving & Solution Engineering
- Opportunity & Challenge Source Identification
- Grassroots & Guerilla Marketing
- Regulatory & Compliance Adherence
- Quality Monitoring and Assurance
- Metrics, Efficiency & Gap Analysis
- Policy & Procedure Production
- Facilitation, Organization & Design
- Professional Speaking & Training
- Executive Administration
- Written & Verbal Communication
- Real Estate & Mortgage Servicing
- Safety & Security Specialist

MEMBERSHIPS, CERTIFICATIONS AND LICENSES

2022-Present	InfraGard Member Federal Bureau of Investigation (FBI)
2021-Present	Certified Associate in Project Management (CAPM) Project Management Institute (PMI)
2017-Present	Armed Security Officer License North Carolina Private Protective Services Board (NCPPSB)
2014-Present	Master Certified Negotiation Expert (MCNE) Real Estate Negotiation Institute (RENI)
2009-Present	Phi Theta Kappa Member International Collegiate Honor Society
2018-2019	Armed Security Officer Licensed South Carolina Law Enforcement Division (SLED)
2016-2017	Broker Associate Licensed to Manage Agents Iowa Real Estate Commission
2013-2016	Salesperson Licensed to Sell Real Estate Iowa Real Estate Commission

EDUCATION

Bachelor of Business Administration (BBA) | Management & Negotiations | University of Iowa
Associate in Arts (AA) & Associate in Science (AS) | Business & Accounting | Des Moines Area Community College

PROFESSIONAL HIGHLIGHTS

Ask Ashley, LLC | Founder, Chief Problem Solver | Charlotte, NC | 2022-Present, 2004-2007

- **Professional Advocate** | Interview, gather supporting documentation, research laws and regulations, coach self-advocacy, negotiate on behalf of individuals or groups regarding matters including, but not limited to, breaches of contract, failure of government boards/commissions, neighborhood concerns, and medical/HIPAA.
- **Success Strategist** | Perform deep dives to uncover and define obstacles; design attainable and measurable goals; motivate individuals, teams and managers; and monitor success.
- **Negotiation** | Moderate and mediate among group members, lines of business, interbusiness, and all layers of management by finding common ground and creating respectful and safe working environments filled with result-oriented discussions and positive win-win outcomes.
- **Problem Solving & Solution Engineering** | Design, implement, and test preventative and/or corrective solutions for workflow and operations management; obtain appropriate supplies, equipment, and human resources.
- **Product/Business Design Strategist** | Duke Energy | Project Charter Review and Business Case Development | Migrating to single enterprise-wide Learning Management System.
- **Project Manager** | Tall Corn Ethanol | Efficiency Consulting | Implement compliance solutions, physical site organization and design.

Mission Safety 360+ | Founder, Safety & Security Specialist | Charlotte, NC | 2016-Present

- **Founder of Mission Safety 360+** | Empower individuals to alleviate fear by making safety and security accessible to all—not just those that can afford it.
 - Research and negotiate with manufacturers/distributors to develop catalogue of generic/replica products with minimal markup to increase purchasing power of those that need safety and security the most but are unable to afford.
 - Publish Findings | Prices of life-saving products made/sold in the US are artificially inflated due to government contracts making safety, security and other products cost prohibitive for lower income, houses of worship, and schools.
 - Communicate with Department of Homeland Security (report counterfeit products as discovered) and US Customs and Border Protection (verify safety of goods imported from China) during this R&D process.
 - Hosting free online events, creating content presenting concepts readers or viewers can immediately deploy.
- **Safety & Security Specialist** | Consult individuals, houses of worship, and businesses about personal safety and physical site security including preventing and countering the threat of an active shooter.
- **Professional Speaker & Trainer** | Real estate agents and other *at high-risk* professionals, vulnerable civilians, victims/survivors of domestic violence or human trafficking; self-defense strategies, products, and situational awareness.
- **Policy and Procedure Production** | Contract with multiple local security companies to provide armed-security training, policy and compliance review/revamp, authoring of process and procedural documents.
- **Trainer** | Field train private officers providing armed-security services. Have trained law enforcement using scenario-based training in executive protection and countering the threat of an active shooter (including local SWAT team).
- **Licensed Security Officer** | Provide quality armed security as requested, patrol and post in some of the most challenging areas of Charlotte. In South Carolina, had the same authority and arresting powers as a sheriff's deputy; have provided executive protection to individuals at high-risk including a former presidential candidate and a nationally renowned religious leader. Currently licensed in NC. 2023 - Recertifying for South Carolina Law Enforcement Division (SLED).

Amazon CLT4 | Trainer, Quality Assurance Process Assistant | Charlotte, NC | 2020-2022

- **Quality Process Assistant (Interim) | Promoted Quickly** | Determined root-causes of out-of-control quality metrics; escalated inter/intradepartmental issues affecting quality; designed, implemented, and tested preventative and/or corrective solutions; obtained appropriate resources; documented and communicated progress; built team of additional quality auditors as budget allowed.
- **Quality Process Guide** | Monitored more than 600 associates; determined which departments, processes and associates needed improvement and provided customized coaching; reported findings, shared observations, created follow-up/corrective action plan for management.
- **Efficiency Coach** | Focused on bottom 25% performers; provided customized solutions based on physical/mental limitations or as a response to correct training; provided estimates and action plans to management.
- **Ambassador** | Trained new hires/internal transfers; retrained low performers; performed adhoc leadership duties.
- **Associate** | Processed outbound shipments; consistently listed as top performer regarding production/quality metrics.

Coldwell Banker | Broker Associate & Instructor | Des Moines, IA | 2013-2017

- **Earned 9 Designations/Certifications** | Including Graduate, Realtor® Institute and Military Relocation Professional.
- **Exceeded 5X the Continuing Education Requirements** | Completed 200+ hours of CEUs, 3-year requirement of 36 hours.
- **Instructed State Mandatory Pre-Licensing Courses** | Iowa Real Estate Commission on behalf of Coldwell Banker.
- **Fast Tracked Broker Associate License** | Acquired in less than 3 years with a 2-year minimum.
- **Project Manager** | Designed/rebuilt properties on behalf of a key investor.
- **Awarded International Sterling Society Award** | Annual sales in the top 17% in the world (Coldwell Banker 2016).
- **Consulted Colleagues** | Topics included creatively, successfully, and legally negotiating on their client's behalf.
- **Respected Nationally** | For commitments related to code of ethics, fair housing, agent/client advocacy, involvement in the real estate and public community through donations and volunteering.

Wells Fargo Home Mortgage | Project Manager | Des Moines, IA | 2001-2004, 2008, 2011-2012

- **Project Manager | Promoted Quickly** | Technology Operations Group | \$50 million, operating system migration of 250,000 machines. Additional project details available.
- **Program Controller** | Servicing PMO | \$7 million, Wachovia Servicing Transfer moved 420,000 active loans.
- **Assistant Project Manager** | Technology Information Group | \$2 million, Life Cycle Project retired 3800 machines.
- **Customer Resolution Rep IV** | Assigned specialized tasks within loan servicing to solve problems for clients and management.

WELLS FARGO ASSIGNMENT DETAILS

Project Manager | Technology Operations Group (Contract) | West Des Moines, IA | 2012

- Project Windows 7 Migration, \$50 million, 1.5 years, migration of 250,000 machines from Windows XP to Windows 7, involved 48 lines of business within Wells Fargo across the country.
- Built positive rapport and professional relationships with senior management, project managers, alliance partners, readiness managers, buyers, and configuration center staff.
- Received and processed raw data to determine status of currently owned assets within each line of business.
- Created procedural documents related to hardware inventory reports and remote-user migrations.
- Provided support to line-of-business readiness managers to gather decisions and funding approvals to purchase equipment.
- Created and documented process for placing orders to vendors and from configuration centers to sites.
- Self-taught and used Microsoft MapPoint combined with information from regional coordinators to determine best locations for remote-user migrations and mapping users to the correct sites.
- Improved hardware tracking system related to USB drive migrations.

Program Controller | Servicing Project Management Office (Contract) | West Des Moines, IA | 2011-2012

- Project I0021459-Client 512 Golden West Pick-a-Pay (Wachovia Integration), \$7 million, 3.5 years, moved 420,000 active loans from Wachovia Servicing to Wells Fargo Home Mortgage Servicing.
- Prepared on-site deployment in San Antonio, TX - traveled ahead of team to work with onsite coordinator prior to 5-day deployment; organized 24-hour command post monitoring progress of 375 tasks; mapped escalation process containing 500 employees, managers and executives responsible for reporting updates; escalated issues as needed.
- Organized data provided by 20 project managers - forecasts, status updates, change requests, risks, issues, resolution, and escalations and relayed information to technology and senior management.
- Managed STAMP (GL transfer tracking system for labor/expenses) for more than 200 staff including 30 Wells Fargo India System contractors; researched financial variances to provide explanations/resolutions.
- Managed 19 packages in Planview, PIC (portfolio tracking), MADC (application tracking), Integration Tracker, and managed/supported SharePoint (document repository).
- Preparation and gap analysis of BRD (Business Requirements Document), FSD (Functional Systems Design) and PDD (Project Definitions Document), assisted with internal and external compliance audits.

Assistant Project Manager | Technology Information Group (Contract) | West Des Moines, IA | 2008

- Life Cycle Project (retire hardware)—\$2 million, 6 months, retired 3800 machines:
 - Connected with managers and users to provide additional data if needed;
 - Involved multiple business units within Wells Fargo across the country, built positive rapport and professional relationships with senior management, managers of end-users and end-users directly;
 - Managed and created multiple pivot tables for initial site scheduling and ordering; and
 - Created agendas, arranged meetings and submitted minutes to upper management.
- Project RUSS (upgrade remote users to standardized platform/security)—\$15 million, 2 years, 8,000 machines, used MS Access to manage, track, and follow up with users, information source for hardware/software status.

Customer Resolution Rep IV | Loan Servicing (W-2) | 2001-2004

- Promoted Quickly: Customer Service Rep III 1/2001, Assist Queue 6/2001, Customer Resolution Rep IV 9/2001.
- Awarded Service Excellence 2002, nominated for Best Shot 2003, top quality and production awards throughout.
- Generated annual cost savings of \$150,000 – took initiative with developer to improve inefficient tracking system.
- Resolved immediate and ongoing issues with customer accounts by coordinating efforts among insurance companies, tax authorities, brokers, and internal departments as needed.
- Trained/mentored new staff, received escalated calls transferred from customer service or management, supervised live call-center floor to assist representatives in real-time, managed case load efficiently while maintaining quality of customer experience.