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| Erika Bruner424 Elm Street, Richmond, KY 40475 · (859) 972-5214Erikambruner80@gmail.com |
| Results-oriented project management, process improvement, and instructional design professional with a proven track record of driving operational efficiency through Six Sigma methodologies. Skilled at leading cross-functional teams, developing high-impact training programs, and implementing strategic improvements to enhance customer experience and service quality. Expertise in data analysis and instructional design, with a passion for continuous improvement and business excellence. Recognized for exceptional leadership, communication, and mentoring abilities. |

# Experience

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| December 2021 – PREsentSr. Business Owner, western governors university* **Strategic Leadership & Cross-Departmental Collaboration:** Directed and managed cross-departmental projects, leveraging Six Sigma methodologies to streamline operations, leading to a 11% reduction in operational bottlenecks across the Student Support Services (S3O) division.
* **Instructional Design & Training Program Development:** Designed, developed, and implemented comprehensive training programs for staff, enhancing team capabilities and improving service delivery by 26%. Delivered instructional content through blended learning methods (e.g., eLearning modules, instructor-led sessions, and job aids) to drive employee performance and boost student satisfaction.
* **Training Needs Assessment & Curriculum Development**: Conducted thorough needs assessments and performance gap analyses to develop targeted learning solutions that aligned with organizational goals. Created learning materials such as training manuals, videos, and assessments to ensure clarity and effectiveness in knowledge transfer.
* **Process Improvement & Kaizen Leadership:** Led Kaizen events and process optimization initiatives, designing tools such as Gantt charts and flowcharts to enhance workflow efficiency. These initiatives contributed to a 18% improvement in overall team performance and a measurable increase in customer satisfaction.
* **Data-Driven Decision Making & Performance Analytics:** Utilized data analytics to assess and track employee performance, identifying trends and implementing continuous improvement strategies. This data-driven approach enabled key service improvements that directly impacted operational efficiency and customer experience.
* **Continuous Learning & Cross-Functional Innovation**: Promoted a culture of continuous learning by identifying opportunities for professional development, fostering collaboration between departments to develop innovative solutions that led to a 23% improvement in overall team performance metrics.

September 2020 – December 2021supervisor, western governors university* **Team Leadership**: Led and developed the Continuous Customer Improvement (CCI) team, driving a 32% increase in key performance indicators and improving the student experience.
* **Six Sigma Deployment**: Utilized Six Sigma methodologies to enhance the student lifecycle process, reducing service disruptions by 23%.
* **Performance Optimization**: Spearheaded performance management and professional development initiatives, increasing team productivity by 20%.

January 2018 – september 2020team lead, western governors university* **Operational Improvements**: Boosted team productivity by 13% through workflow automation and process enhancements.
* **Customer Success**: Achieved a 98% customer satisfaction rate by swiftly resolving escalated issues and maintaining operational excellence.
* **Collaborative Efficiency**: Partnered with cross-functional teams to improve response times by 15% through continuous process refinement.
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| March 2015 – January 2018Senior Logistics Specialist, Western Governors University* **Escalation Resolution**: Managed complex student escalations, achieving a 90% resolution rate within 24 hours.
* **Process Ownership**: Streamlined specialized tasks, including voucher management and no-shows, increasing efficiency by 12%.
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# Education

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| FEBRUARY 2022masters business leadership, western governors universityAUGUST 2020bachelors business administration, western governors university |

# Certifications and awards

## Six Sigma Black Belt — western governors university, February 2024

## Certified Change Management Practitioner — PROSCI, September 2021

## Dean’s List — 2004

## Emerging Leader Program Graduate — 2020

## Earn Trust Award — 2018

# Skills

**Technical Skills**:

* Advanced Microsoft Office Suite
* Salesforce
* Data Analysis & Reporting
* Project Management Software
* Virtual Phone Systems
* **Instructional Design**: eLearning Development, Curriculum Design, Learning Management Systems (LMS)

**Leadership & Management**:

* Cross-Functional Collaboration
* Performance Coaching
* Process Improvement (Six Sigma)
* Strategic Planning & Execution

**Soft Skills**:

* Strong Leadership & Mentorship
* Customer-Centric Problem Solving
* Exceptional Communication
* Organizational Excellence