

SANDRA WASHINGTON

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Targeting Positions in...

WRITING | EDITING | PUBLISHING

Results-oriented, personable business professional with a proven track-record leading large-scale projects from concept to completion while ensuring the achievement of deliverables on-time and within budget. Adept in evaluating existing business systems and developing measurement-based strategies to optimize efficiencies and dramatically improve processes. Exceptional analytical skills with in-depth knowledge of costing, budgeting, and P&L management. Equally creative with an undergraduate degree in Literature and significant business writing experience for both internal and external audiences. Exhibit solid communication skills with the ability to develop strong and sustainable business relationships. *Additional qualifications include:*

- ♦ Strategic / Tactical Planning
 - ♦ Program / Resource Management
 - ♦ Training & Development
 - ♦ Business Communications
 - ♦ Problem Analysis / Resolution
 - ♦ Six Sigma Processes
 - ♦ Team Collaboration
 - ♦ Client / Employee Relations
 - ♦ TQM / CQI / CMM
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HIGHLIGHTS OF RELEVANT CAREER ACHIEVEMENTS

Project Management:

- ♦ **Led several large-scale and high-profile projects** to increase effectiveness, capitalize upon operational efficiencies, and enhance existing tools to better serve internal and external clients.
- ♦ **Drove cost savings of \$4.7 million in 2 years** through leadership of process improvement and design projects, while supporting the achievement of objectives through oversight of 17 additional quality projects.
- ♦ **Cut trading errors up to 40%** by implementing Six Sigma initiatives to improve accuracy and enhance controls.

Communications:

- ♦ **Authored detailed descriptions of business systems** and managed the data collection, research, and reporting processes involved in applying for the highly-coveted *Malcolm Baldrige Award*.
- ♦ **Partnered with cross-functional internal and external teams** to identify process gaps and redundancies, develop actionable recommendations, and implement tactics to drive sustainable improvements.

Community Relations:

- ♦ **Actively participated in community and organizational-based initiatives** to support local, national, and international causes, broaden corporate visibility, and independently support outreach programs.

Market Analysis:

- ♦ **Conducted thorough analysis of the competitive marketplace**, identified emerging business opportunities, and recommended marketing strategies to capture new business and increase market share.
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PROFESSIONAL EXPERIENCE

NATIONAL FINANCIAL SERVICES COMPANY, Houston, Texas

2000 – Present

Assistant Vice President (2001-Present)

- ♦ Strategically steered organization to achieve exceptional quality results, through implementation of the Six Sigma data-driven approach and methodology to minimize variation and capture cost savings.
- ♦ Collaborated as a key member of the Six Sigma team as a Certified Black Belt to evaluate and identify organizational needs, develop and implement enterprise-wide initiatives, and facilitate training programs.
- ♦ Partnered with cross-functional teams to identify internal and external demands, initiate process improvement projects, and ensure the achievement of strong P&L results.

PROFESSIONAL EXPERIENCE – CONTINUED**NATIONAL FINANCIAL SERVICES COMPANY – CONTINUED****Project Manager** (2000-2001)

- ♦ Charged with managing projects through all stages of the project life cycle including conceptualization, development, testing, implementation, and user-based training.
- ♦ Oversaw all business systems, production processes, and relationships pertaining to 401(k) products with daily market impact of \$5 million.

ABC MANUFACTURING, Dallas, Texas

1999 – 2000

Market Analyst / Graduate Intern

- ♦ Spearheaded several process and quality improvement projects resulting in reduced manufacturing lead times, enhanced internal systems, and a more competitive and sustainable market position.

PRIVATE UNIVERSITY, Austin, Texas

1998 – 1999

Program Manager / Red Cross Instructor

- ♦ Coordinated the Summer youth recreation programs, community swim lessons, *Every Child's a Swimmer* initiative, and learn to swim program for the *Child Development Resource Center*.
- ♦ Served as a Certified Lifeguard, Lifeguard Trainer and Instructor, Water Safety Instructor, CPR Instructor, Aqua Aerobics Instructor, and Arthritis Foundation Aquatic Exercise Program Instructor.

EDUCATION

PRIVATE UNIVERSITY, Austin, Texas

Master of Business Administration, 2000**Bachelor of Arts in Literature, Minor in Psychology, 1996**

COMMUNITY INVOLVEMENT**Museum of Modern Art Contemporaries, Founding Member** (2002-2004)**Women's Employee Network, Steering Committee Member** (2000-2004)**United Way Campaign, Steering Committee Member** (2000-2004)**Marine Corps Marathon, Participant** (2003)**New York City Marathon, Participant** (2002)**U.S.A. Triathlon Racing Circuit, Competitor** (1998)**Swim Around Key West Relay, Participant** (1997)**Tybee Island Marathon, Age Group Winner** (1997)