



HW

HOLLY L. WOOD

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PROFILE

Aspiring leader, including 7+ years in project implementations, management, and training. With every project I focus on implementing technology, best practices, and hearing the voice of every stakeholder. My diverse resume allows me to be the saleswoman, the expert, or the leader, whenever necessary.

SKILLS

1. Detail Oriented
2. Progress Tracking
3. Problem Solving
4. Budget Analysis

EDUCATION

M.A CURRICULUM & INSTRUCTION

• 2017 • AMERICAN COLLEGE OF EDUCATION

M.A EDUCATIONAL LEADERSHIP

• 2017 • AMERICAN COLLEGE OF EDUCATION

B.A EARLY CHILDHOOD

EDUCATION, SPECIAL EDUCATION

• 2012 • CAPITAL UNIVERSITY

EXPERIENCE

DIRECTOR OF ONBOARDING AND CUSTOMER RELATIONS • PRATTER • 08/2019 – PRESENT

- Manage 10+ direct reports in a software operation setting
- Standardize onboarding procedures for consistent customer/company onboarding experience
- Maintain culture and diversity in a fast-paced technology setting

EXECUTIVE DIRECTOR • JEA SENIOR LIVING • 08/2018 – 08/2019

- Manage 50+ full-time employees in a fast paced/high stakes environment
- Manage cross-functional teams and process workflows for efficiencies and savings
- Create documentation for procedures, job functions, state legal requirements, and marketing
- Incorporate a standard operating structure of daily team huddles, standard operating procedures, and goal tracking

OPERATIONS/DEAN OF STUDENTS • DEER VALLEY SCHOOL DISTRICT 08/2016 – 08/2018

- Surged employee retention by 45% from previous year
- Consulted weekly with SMEs on content to align with state standards and site standards
- Created SOPs for all technology and onboarding operations for a 90% accuracy rating
- Lead contact for stakeholders in order to resolve issues dealing with budgeting, projects, and general information

**GENERAL EDUCATOR/FIRST GRADE TEACHER • MARYSVILLE
SCHOOLS •**

06/2012 – 08/2016

- Maintained 88% proficient classroom for 4 years on state standardized tests
- Incorporated technology for communication with stakeholders and progress monitoring
- Volunteered 100+ hours each year to overhaul curriculum in order to align with the fluid national standards

DEVELOPMENT & LEADERSHIP

Capital University Varsity Softball; Pitcher; Columbus, OH

Aspiring Leaders Program; DVUSD; Phoenix, AZ

State Testing Co-Coordinator; DVUSD; Phoenix, AZ