

KAREN WARD, MBA, PMP

Charlotte, NC

704-533-3113

krw530@msn.com

Project Manager | Learning Professional

Accomplished and versatile leader, dedicated to helping teams, clients and organizations achieve results. Effective internal and external relationship manager who fosters a culture of ownership and collaboration to align project and organizational goals. A passionate learner who thrives in intellectually challenging environments where quickly adapting to new roles, processes and technologies are key. Background demonstrates the skills to interact at all levels of an organization. Motivated to tackle challenges, while perseverance, integrity, attention to detail, and ability to get things done have supported career successes.

Accomplishments | Results Delivered

- Led cross-functional initiatives to design, develop and facilitate role specific training solutions in fast changing IT services organization. Programs included onboarding training, customer success skill development and professional services field sales relaunch.
- Served as program manager to promote capabilities and manage learning engagements for newly established university department, resulting in over 40% repeat engagements.
- Led engagement with local chapter of professional services organization to design a recurring, leadership development program for members. Program earned an outstanding achievement award as "Best Partner Program" from the national association.
- Rebuilt business-to-business technical sales teams for both wireless and wireline businesses, shaping highly productive teams that continuously exceeded performance expectations and outperformed regional peers.

Driving Team, Department and Organizational Excellence

<ul style="list-style-type: none">▪ Project Management▪ Planning and Implementation▪ Problem Analysis and Solutions▪ Team Building▪ Effective Communications▪ Change Management▪ Negotiations	<ul style="list-style-type: none">▪ Training and Facilitation▪ Curriculum Development▪ Active Learning▪ Performance Coaching▪ Leadership Development▪ Relationship Management▪ Collaboration
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Professional Experience

Mitsubishi UFJ Financial Group (MUFG) - Charlotte, NC
Senior Project Manager

Dec. 2019 – Present

Lead projects for the Business Information Security Office, using project management, leadership and communication skills to ensure successful outcomes. Organize stakeholders, resources and budgets in a highly regulated environment. Project success demands collaboration, attention to detail, and relationship management fluency.

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UNC Charlotte - Charlotte, NC

May 2016 – Present

Adjunct Professor, Belk College of Business

Develop and deliver undergraduate elective courses for the Marketing Department, including Marketing Research and Sales, Negotiations & Retailing. Research topics, create curriculum, and develop course materials. Foster student learning experience through opportunities for interaction and engagement throughout courses. Work with the University's learning management system (LMS), Canvas.

Curvature – Charlotte, NC

Oct. 2018 – July 2019

Senior Enablement Manager

Led cross-functional projects for a recently merged, fast-changing technology services company. Collaborated with leaders and impacted stakeholders to assess needs and create job specific learning plans in support of sales productivity and readiness. Engaged subject matter experts throughout to ensure solutions and outcomes aligned with business needs. Implemented blended learning solutions including instructor-led and online.

Key Accomplishments:

- Analyzed needs, designed and facilitated onboarding training for struggling business development team. Expanded program to inside sales due to early successes.
- Led project to support relaunch of IT professional services offerings. Partnered with services executive on messaging, interviewed topic experts, and authored online training, contributing to an increase of over 30% in year-over-year services opportunities.
- Led project to prepare customer support team for expanded role focused on increasing client retention. Work with team leaders to assess gaps and plan progressive change program. Pilot group demonstrated improved customer communications and pipeline management.

UNC Charlotte – Charlotte, NC

Aug. 2014 – Sept. 2018

Associate Director of Client Solutions, Executive Programs

Part of new department created to help organizations develop employees and leaders, leveraging university resources and expertise. Participated in department's strategic planning and led execution of systematic engagement processes. Collaborated with senior and learning leaders to design custom programs based on established competency models. Managed engagements from concept to delivery - including scope, agreements, program development and stakeholder communications.

Key Accomplishments:

- Established, managed and evolved the customer engagement methodologies for the department, receiving an average of 90% positive net-promoter-scores.
- Expanded custom client portfolio with over 40% repeat engagements, resulting from professional relationship management with an emphasis on customer experience.

Sales Performance International (SPI) – Charlotte, NC

June 2012 – July 2014

Program Manager / Consultant

Managed concurrent projects for sales transformation initiatives based on Solution Selling® sales methodology. Owned relationships for complete engagement, using established project and change principles to deliver consistent successful outcomes. Partnered with client sponsors to tailor content and participated in training facilitation. Engagements included U.S. and global clients in manufacturing, life sciences, finance and technology.

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Key Accomplishments:

- Led U.S. implementation of sales transformation as part of global, virtual team supporting an international diversified technology company. Owned regional communications, training and reinforcement plans, with successes leading to expanded commitments in Latin America.
- Planned and managed complex change initiative with national life sciences company, including customization and coordination of simultaneous delivery for over 150 professionals.

Windstream – Charlotte, NC

Jan. 2009 – Feb. 2012

Director of Business Solutions

Led competitive wireline sales team in the Charlotte region. Defined market specific strategies and engaged in all phases of sales and service delivery. Prioritized team solutions knowledge to serve a broad technology audience. Leveraged analytical and problem-solving skills to assess seller skill gaps and implement learning strategies to improve team performance. Successfully leveraged Salesforce.com to manage pipeline and consistently achieve forecast commitments.

Key Accomplishments:

- Realigned sales teams to improve customer experience and market development which improved account retention and doubled new business results.
- Grew attainment 131% of sales targets from improved team structure, addressing priorities and investing in seller skill development.

Early Career:

Alltel 2003-2008: Director of Business Solutions

Dell 1993-2002: Inside Sales Representative; Account Executive; Logistics Program Manager; Project Management Manager; Dell Direct City Manager

Education

Master of Business Administration – Marketing

University of North Carolina at Charlotte, Charlotte, NC

Bachelor of Science – Computer Science

University of Virginia, Charlottesville, Virginia

Project Management Professional (PMP)

Project Management Institute

Professional Development & Volunteering

Mentor, Ruth G. Shaw Women's Leadership Program, 2017-2018

Recognized by *The Mecklenburg Times* as one of 2010's "Top 50 Most Influential Women"

Certified in Axiomsfd Selling Management and Solution Selling®

Served on Charlotte, NC Chamber of Commerce Summit Committee, 2018

Certified Project Management Professional (PMP)
