

MAKINA WALLACE, PMP®, CSM®

PROJECT MANAGER | CERTIFIED SCRUM MASTER | PROCESS IMPROVEMENT SPECIALIST

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PROFESSIONAL SUMMARY

Dynamic, detail-oriented, and mission-driven Project Manager with active Project Management Professional (PMP) and Certified Scrum Master (CSM) designations supporting an illustrious 10+ year work history in roles requiring expertise in process improvement, problem solving, cross-functional collaboration and strategic planning. Strong leadership and teamwork ability with a strong business acumen across multiple industries; proven ability to lead multiple projects to successful outcomes while meeting various stakeholder expectations. Adept at distilling complex, detailed requirements into solutions with measurable results. Seeking to leverage passion for technology innovation and process improvement towards a hands-on role involving process, mechanism, or workflow development.

CORE COMPETENCIES | TECHNICAL SKILLS

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|------------------------------------|----------------------------------|-------------------------|
| • Project Management | • Cross-Functional Collaboration | • Client Onboarding |
| • Strategic Planning | • Succession Planning | • Full Cycle Recruiting |
| • Client Acquisition and Retention | • Conflict Resolution | • Sourcing Candidates |
| • Process Improvement | • Team Building | • Candidate Onboarding |
| • Risk Management | • Training and Coaching | • Workforce Planning |
| • Multi-Site Management | • Leadership and Development | |
| • Performance Management | • Stakeholder/Vendor Relations | |

Technical Skills: Slack, Slate, Okta, TalkDesk, Gong, Concur, Expensify, ADP, Workday, Trello, Monday.com, Kronos, Salesforce, CampusVue, Google Suite, Microsoft Office Suite, Lever, LinkedIn Recruiter

PROFESSIONAL EXPERIENCE

Talent Acquisitions/ Business Recruiter | [Opendoor Technologies](#): Remote

JUL 2022 – OCT 2022

- Collaboration with departmental hiring managers or team leaders (for independent contractor roles) to assess and determine staffing needs.
- Sourcing, screening and interviewing the applicants to fill open vacancies.
- Scheduling and conducting interviews with potential candidates via phone &/ or video
- Preparing and posting job descriptions to online job boards.
- Initiate and conduct all communication to all applicants to include and not limited to explanation of the role, benefits package, equity & compensation.
- Onboarding and off boarding processes including communication with
- Analyzing existing internal onboarding procedures and developing new, more efficient communication to improve internal candidate experience.

***Reduction In Force (RIF) due to restructuring**

Acquisitions Agent Experience Partner / REALTOR® | [Opendoor Technologies](#): Remote

AUG 2021 – JUL 2022

- Facilitated residential property acquisition negotiations via exemplary and detailed interpersonal communication; service ~65 monthly clients.
- Provided quarterly and annual resource allocation and planning to assist with accurate pricing operations; collaborate across functions with the pricing and renovation team to analyze individual homes and analyze resale costs.
- Partnered with senior leaders, operations, and other internal and external stakeholders to develop operational, logistical and customer service solutions in response to emergent issues and events.
- Collaborated cross-functionally with teams and senior leaders (e.g., VP of Agent Partnerships, Pricing, Title, Renovation Team, Builder Partnerships) to establish product roadmaps and pricing structures.
- Provided critical decision-making analytics to various business units, acquired through analytic models, performance analysis, and business results diagnostics.

REALTOR®/ Independent Contractor/ Self -Employed | [Village Premier Collection](#): Atlanta, GA

JAN 2020 – OCT 2021

- Planned and executed various community real estate projects throughout the entire project lifecycle, requiring subject matter expertise in different methodologies (e.g., Agile, Scrum, Waterfall); managed \$1M project budget and project team of 19, ensuring projects were delivered under budget and on time; set Work Breakdown Structure (WBS); completed change orders against timeline and budget; allocated resources;

defined scope; identified and mitigated risks; monitored and controlled progressive elaboration; established and built relationships with key stakeholders of all levels, including senior leaders; collected project metrics and provided status update reports and streamlined communications to senior leadership.

- Managed community real estate projects for homes valued at \$500K+; initiated the procuring cause of identifying a buyer; planned details from design to lot selection; executed follow up strategies to set clear expectation on the expected date of escrow; monitored each home during each phase of the build (e.g., local permitting, inspections); monitored completion of title clearance and escrow.
- Led marketing efforts; provided market updates on homes recently sold and homes under contract across two newly constructed communities (Tiberon at the Etowah, Kings Lake Communities).
- Monitored and controlled procurement delays experienced as a direct result of the COVID-19 pandemic.

REALTOR®/Independent Contractor/ Self-Employed | [Keller Williams Realty](#): Montgomery, AL

MAR 2016 – OCT 2021

- Strategically planned, presented, and implemented effective sales plans on a quarterly basis.
- Served on special projects commercial team in from 2020 to 2021 due to high quality of output; selected to serve as a mentor for four agents who had been licensed less than one year.
- Led workflow of client pre-screening, scheduling, and negotiation; managed document and contract workflow for ~6 weekly properties; analyzed and presented comparative market analyses to clients.
- Utilized marketing strategies to increase pool of prospective buyers; conducted workshops with local colleagues to educate potential homebuyers.

Junior Project Manager | [E.A. Renfroe & Co.](#): Remote (Contract)

JUN 2016 – DEC 2017

- Supported Residential and Commercial Project Managers to perform inspections across several commercial and residential buildings; assisted with the diagnosis of damage from flood, winds, and natural disasters; determined payout/cash value to be issued to the insured based upon what was available to policyholder as defined by the amount of insurance outlined in their designated policy.
- Utilized exceptional time management skills to support the special projects team, manage workflow of vendor-compliant closing reports, communicate with insureds and their designated contacts, assess damages, determine coverage and living expenses, and calculate settlement amounts to issue settlement payments.
- Conducted gap analyses to identify opportunities; improved process efficiency and determined scope of loss; developed and implemented a spreadsheet that was provided to PMs to demonstrate the daily files examined, what stage they were in the process, and which claims were completed (insured paid) to allow PMs to report to shareholders the number of daily claims processed to have contract renewed for future contracts.

Senior Director of Recruitment | [Education Management Corporation \(EDMC\)](#): Pittsburgh, PA/Atlanta, GA

MAR 2015 – JUN 2016

- Led and directed all operations within the Office of Recruitment, including oversight of ~20 personnel in various roles (e.g., campus coordinator/ greeter, admissions reps, associate directors, director).
- Increased gross enrollment conversion by 42% and lead to enrollment by 8%.
- Planned and implemented career development program, leading to the promotion of two individual contributors.
- Developed and produced Employee Suggestion and Employee Recognition Program, leading to improved employee morale and satisfaction.
- Administered company Short-Term Disability and Family Medical Leave Act policies, ensuring adherence to established organizational.

***Campus/ Company Closed**

Regional Director of Recruitment Operations | [Education Affiliates \(EA\)](#): Montgomery, AL

MAY 2013 – JAN 2015

- Led employee relations and conflict resolution conversations, facilitating a positive culture change initiative for team turnaround and increased employee satisfaction.
- Increased internet lead conversion from 2% to an average of 14%; increased starts by 17% on average from 5%.
- Administrated and delivered Performance Improvement Plans (PIPs); developed recruiting, onboarding, and training projects and initiatives; collaborated with key leaders to increase campus restarts.

***Reduction In Force (RIF) due to campus merger**

Director of Enrollment and Recruitment Operations | [Education Corporation of America](#): AL, GA, FL, SC

JUN 2008 – MAY 2013

- Promoted three times over the course of five years as a direct result of expertise in recruiting and sourcing, as well as exemplary thought and strategic leadership.
- Led various process improvement projects on a team of 18; increased enrollment by 18%, improved retention and referral rates by 31%, increased overall profitability and effectiveness of interdepartmental communications; created process documentation; developed timelines and schedules; improved Financial Aid processes in close collaboration with the Director of Financial Aid; collaborated with key leaders regarding forecasting and budgeting.
- Increased Lead/Start conversion by 4% initially, and by 10% within three starts; increased leads from referrals by 31% over the course of tenure; facilitated grassroots campaign which increased starts by 26% overall; earned recognition for increase in starts by 18% on average.
- Collaborated with local military stakeholders to increase military student population by 7%.

- Managed recruiting, onboarding, and employee lifecycle for all staff; processed layoffs and severance packages.
- Created team building exercises and conducted training for multi-state campuses; monitored sales staff and overall sales, providing ongoing coaching to improve performance.
- Planned and executed various educational enrollment and recruitment projects throughout the entire project lifecycle, requiring subject matter expertise in different methodologies (e.g., Agile, Scrum, Waterfall); managed \$1M project budgets and project teams of 24, ensuring projects were delivered under budget and on time; performed cost/benefit analyses and created effective run rate; allocated resources; created plan and defined scope to facilitate increased campus profitability; identified and mitigated risks; established and built relationships with stakeholders of all levels, including senior leaders, to effectively gather project requirements; collected project metrics regarding Key Performance Indicators (KPIs) and provided weekly status update reports to senior leadership.
- Planned and implemented regulatory compliance system following legal guidelines.

EDUCATION | CERTIFICATIONS | TRAINING

Bachelor of Arts | Communications Management | *University of Alabama at Birmingham*

Project Management Professional Certification | *Project Management Institute*

Certified Scrum Master | *Scrum Alliance*

CORE Ready (Career Opportunities In Real Estate) | *Reimagined Real Estate Diversity Initiative*

Train the Trainer Sales Content Manager Training | *Miller Heiman Group*

PROFESSIONAL AFFILIATIONS

Member | *American Business Women's Association: Birmingham Chapter* **JUN 2022- PRESENT**

Member | *Project Management Institute: Atlanta Chapter* **JAN 2021 - PRESENT**

Board Member | *Innovation Solutions for Disadvantage and Disability: Decatur, GA* **JAN 2020 – PRESENT**

Member | *Junior League of Atlanta: Atlanta, GA* **AUG 2017 – PRESENT**

VOLUNTEERISM

Volunteer | *Habitat For Humanity: Birmingham, AL* **SEPT 2022 - PRESENT**

Volunteer | *American Red Cross* **OCT 2022 – PRESENT**