

# SHANDAR EDWARDS, PMP

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## PROFESSIONAL SUMMARY

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Strategic Operations Lead specializing in the architectural design of business systems. Expert in bridging the gap between high-level strategy and technical execution, with a focus on prevention-based governance and automated knowledge management. Known for an 'audience-first' design philosophy, I build the infrastructure—from AI-driven insights to security frameworks—that empowers teams to scale without losing quality or brand integrity.

## PROFESSIONAL EXPERIENCE

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### **PITTS LEADERSHIP CONSULTING | New York, NY**

*Human capital consulting firm specializing in organizational health and business readiness (NMSDC-Certified MBE, WBENC-Certified WBE)*

#### **Director of Client Operations | January 2025 – January 2026**

#### **Director of Operations | January 2021 – January 2025**

Systems Architect by nature, specializing in the end-to-end management of complex operational lifecycles and the design of scalable frameworks that ensure delivery excellence.

- Designed and implemented the systems infrastructure required to transition the firm from a founder-led model to a scalable multi-contractor delivery system, standardizing global workflows across CRM and project management platforms.
- Led the end-to-end delivery of high-stakes consulting engagements, managing up to 5 concurrent projects and maintaining 90%+ client satisfaction across the 2025 portfolio by constructing resilient project plans with proactive risk buffers.
- Formalized the development of governance framework; authored data privacy and security protocols that enabled the firm to meet the rigorous vendor requirements of clients in highly-regulated sectors.
- Developed a proprietary analytical framework using AI-integrated workflows to transform raw engagement data into high-value strategic insights, increasing the sophistication of executive-level deliverables.
- Performed strategic audits of the organizational technology ecosystem to ensure alignment with data security policies and seamless tool interoperability; managed migrations to high-efficiency platforms.
- Standardized institutional knowledge by designing comprehensive operational guides; facilitated seamless facilitator handoffs and stakeholder alignment to eliminate single-point-of-failure risks.

### **THE COLLEGE BOARD | New York, NY**

*National nonprofit educational assessment and college readiness organization*

#### **Assistant Director, SAT Assessment Contract Management | August 2016 – January 2021**

- Managed the operational lifecycle for \$80M+ in annual agreements; spearheaded system improvements that increased the transparency and velocity of the contract management process.
- Collaborated with the Director of Contract Management to refine Salesforce architectures, implementing data quality controls and cross-functional workflows between IT, Operations, and external vendors.
- Identified and led the implementation of the WalkMe platform; successfully reduced quote rejection rates and accelerated the sales cycle by providing automated guidance on complex pricing and contract rules.
- Served as the final approval checkpoint for quote data to ensure accuracy before contract generation; maintained a high standard of data integrity that prevented downstream errors in the legal workflow and signature process.
- Synchronized billing and contractual operations across Finance and Customer Service departments; resolved high-complexity inquiries for stakeholders, including school districts and state-level government agencies.

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## NOODLE MARKETS | New York, NY

*Education technology startup*

**Business Manager | March 2016 – June 2016**

**Content Data Specialist | June 2015 – February 2016**

Served as Salesforce System Administrator and led cross-functional integrations. Partnered with the CEO/VP on operations, supervised a team of 5 interns, and architected the JIRA project management platform launch.

## EXUSIA, INC. | New York, NY

*Data analytics and strategy consulting firm*

**Associate | October 2014 – June 2015**

Facilitated operational, legal, and HR coordination for the CFO and Senior Director. Collaborated with the global Efficiency team to standardize operational management workflows.

## GIRLS PREPARATORY CHARTER SCHOOL LES | New York, NY

*K-8 charter school*

**Operations Associate | July 2012 – July 2014**

**Administrative Assistant | July 2011 – June 2012**

Maintained information management and policy compliance for the leadership team. Executed the implementation of the Student Information System (SIS) to streamline school data.

## CITYSQUASH | Bronx, NY

*Youth development nonprofit*

**Office Manager | August 2008 – July 2011**

Directed daily operations and staff supervision. Optimized the donor database and led the logistics and coordination for the Annual Gala.

## EDUCATION & CERTIFICATIONS

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**Project Management Professional (PMP)** | Project Management Institute | April 2019

**Bachelor of Arts, Management & Administration** | The City College of New York-CUNY | June 2007

## CORE COMPETENCIES

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**Project & Operations Management:** End-to-end project lifecycle management, Cross-functional coordination, Process design & optimization, Vendor/Contractor management

**Technical Proficiency:** Google Workspace, Asana, Virtru, HubSpot, Zoom, Microsoft Office, Fireflies.ai, BlockSurvey, Canva, Claude AI, Strategic AI Integration

**Platform Experience (Prior):** Salesforce (System Administration), WalkMe (Digital Adoption), JIRA, Student Information Systems (SIS)

**Strategic Skills:** Process optimization, Governance & policy development, Problem-solving in lean environments, Strategic planning

**Leadership & Communication:** Client & stakeholder management, Cross-functional collaboration, Training & documentation, Team coordination

*References available upon request*