**Rosharette (Rosha) Major**

**Saint Louis, MO | 314.766.7602 | simplyrosha@gmail.com**

**CORE COMPETENCIES**

Strategic Program Management | Project Planning and Execution | Team Leadership | Cross-Functional Collaboration | Stakeholder Management | Written and Verbal Communication | Training and Development | Coaching | Facilitation | DEI | Process Improvement | Reporting and Analysis | Financial Forecasting | Budget Management| Vendor Management

**PROFESSIONAL EXPERIENCE**

**Urban League St. Louis Women’s Business Center, St. Louis MO |** 2022 – Present

**Independent Contractor – *Facilitator and Coach for Small Business Startups***

* **Course Facilitation and Design**: Facilitate 10-week small business owner classes, providing assistance in configuring courses, designing learning paths, and collaborating with the program director.
* **Individualized Coaching**: Provide impactful one-on-one coaching, guiding participants to achieve personal and professional business goals. Tailor insights and strategies, fostering an environment for individual growth.
* **Engagement Optimization and Community Building**: Implement strategies to optimize participant engagement, creating a collaborative and supportive community within cohort groups.
* **Program Enhancement**: Identify gaps in program content and structure, addressing them by designing targeted modules to meet participant needs effectively. Regularly share valuable insights with the organization to inform the development of future programs.

**Edward Jones,** **St. Louis MO** | 2008 – Present

**Senior Project Coordinator – Advanced Coaching and Training Programs** | 2020 – Present

* **Strategic Program Management:** Manage the entire lifecycle of coaching and training programs supporting and enhancing 5,000 associates annually. Play a pivotal role in setting program strategy, ensuring alignment with organizational objectives and strategies.
* **DEI Leadership:** Drive DEI initiatives to expand the number of leaders and participants in the program, aligning with the evolving demographics of the organization and clientele.
* **Team Leadership:** Lead a high-performing program team, fostering a collaborative and motivated work environment. Provide mentorship and guidance to team members, empowering them to excel and contribute effectively to program success.
* **Deliverable Management:** Manage program deliverables, ensuring timely execution of tasks essential for achieving desired outcomes. Implement tracking mechanisms to monitor progress and mitigate risks, promoting accountability across all stages.
* **Stakeholder Relationship Building:** Cultivate strong relationships with key stakeholders, serving as a trusted liaison between various departments and program initiatives. Leverage stakeholder relationships to enhance overall program effectiveness.
* **Cross-Functional Collaboration:** Facilitate collaboration across departments to achieve program goals and ensure alignment.
* **Data-Driven Decision Making:** Use data to gain actionable insights and guide strategic decision-making.
* **Financial Forecasting and Budget Management:** Lead annual expense planning processes, forecasting, and managing a budget exceeding $1.5 million for program operations.
* **Process Improvement:** Recommend process improvements and optimization strategies to streamline program operations and enhance effectiveness. Utilize data-driven insights and feedback mechanisms to drive continuous improvement initiatives.
* **Strategic Event Planning and Execution:** Execute medium and large-scale training events, planning logistics, and coordinating with stakeholders to ensure seamless execution. Proficient in event management, creating impactful learning experiences for participants.

**Development Coach** | 2017 – 2020

* **Onboard New Hires**: Onboarded new branch office assistants, serving as their personal coach throughout the onboarding process. Provided additional resources to new hires, ensuring they had the tools and knowledge needed for success.
* **Training Facilitation**: Conducted engaging webinars on training materials, fostering a collaborative environment, and simplifying complex material for easy understanding and application.
* **Monthly Coaching Calls**: Conducted monthly coaching calls with new hires and their leaders, fostering a solid foundation for success and addressing any challenges.
* **Onboarding Plan Design**: Collaborated on the design of onboarding plans, tailoring them to create a comprehensive and effective onboarding experience.
* **Continuous Improvement Initiatives**: Led initiatives to improve onboarding content, refine process modules, and enhance training materials. Collaborated with the call center to analyze reporting, identify trends, and update training resources, resulting in an enhanced onboarding experience and reduced call center call volume.
* **Cross-Functional Resource Alignment**: Built relationships cross-functionally to align the best resources for creating an optimal training experience, ensuring a cohesive and comprehensive approach.

**Senior Financial Analyst** | 2014 – 2017

* **Financial Analysis and Compliance**: Analyzed and reconciled monthly telecom and data charges for over 14,000 locations, ensuring contract compliance and providing business areas with insights into the financial impact of decisions.
* **Vendor Selection and Contract Optimization**: Assisted in vendor selection and contract processes, resulting in significant cost savings and enhanced vendor relationships.
* **Vendor Relationship Management**: Cultivated strong relationships with vendors and internal business areas, ensuring smooth, cost-effective communication, and services.
* **Process Improvement Leadership**: Led process improvement projects, driving increased efficiency and substantial cost savings.

**Buyer** | 2008 – 2014

* **Sourcing Management**: Oversaw the entire sourcing life cycle for commodities exceeding $25 million; documented requirements, initiated requests for proposal (RFP), conducted vendor selection, negotiations, contract management, and invoice payment.
* **Collaboration**: Collaborated organization-wide, assisting departments in sourcing optimal resources, obtaining the best bids and products. Creatively devised solutions to meet diverse needs, ensuring departments had necessary resources.
* **Vendor Solutions Research and Analysis**: Conducted research to identify and recommend vendor solutions aligning with organizational needs. Reduced risk and expenses through informed vendor selection.
* **Vendor Relationship Management**: Developed and maintained robust vendor relationships, enhancing efficiency and cost-effectiveness in the procurement process.
* **Purchasing Policy and Strategy Development**: Developed and maintained comprehensive purchasing policies and strategies.

**EDUCATION**

**Lindenwood University – St. Charles, MO**

Master of Fine Arts in Writing – 4.0/4.0 G.P.A

**Harris Stowe University – St. Louis, MO**

Bachelor of Science in Business Administration, Marketing – Cum Laude

**VALUE-ADDED SKILLS**

* Proficient in Microsoft Excel, Word, PowerPoint, with a demonstrated ability to swiftly adapt to new technological programs.
* Exceptional communication, interpersonal, and relationship-building skills, adept at establishing rapport and forging deep connections.
* Highly skilled in delivering impactful communication across all levels of management, ensuring clear understanding and alignment.
* Thrives in challenging and ambiguous environments, demonstrating resilience and adaptability in complex situations.
* Proven success in working effectively in multicultural environments, fostering collaboration and understanding among individuals from diverse cultural backgrounds.