KEONIA "KEE" WHITE

STRATEGIC PROGRAM & OPERATIONS LEADERSHIP
BUSINESS TRANSFORMATION | PROCESS IMPROVEMENT

Program and operations leader with 10+ years of people leadership and operational ownership since 2015. Drive business process transformation, operational excellence and cross-functional programs through scalable workflows, change management, resource planning and measurable performance improvement.

CONTACT

Little Rock, AR
Open to relocation

(501) 838-2754
keoniawhitebiz@outlook.com

linkedin.com/in/keoniawhite
linktr.ee/keoniakeewhite

95%+
On-time delivery

~30%
Faster turnaround

25+
Projects each month

CORE CAPABILITIES

— Program & portfolio management
— Stakeholder management
— Capacity & resource planning
— Risk & governance
— Organizational change
— Business process improvement
— People leadership & coaching
— KPI reporting & business cases

LEADERSHIP

Project Management Institute Central Arkansas Chapter
— VP, MarComms
— Incoming 2027 President

PROFESSIONAL EXPERIENCE

CJRW | Creative Operations Manager
Little Rock, AR / Aug 2022 - Present

- Lead portfolio delivery of 25+ integrated marketing programs monthly, aligning ~1,500 assets and 1,400 active tasks across seven departments and 55+ cross-functional contributors.
- Led process transformation and workflow automation, improving on-time delivery from ~62% to 95%+, productivity up to 71% and turnaround time by ~30%.
- Drive cross-functional stakeholder alignment across account, creative, media, production and web teams through scope, governance, schedules and approvals.
- Translated capacity planning data into an executive business case for the Chief People Officer, informing freelance resourcing and hiring decisions.
- Standardize operating procedures, project intake and approval workflows in Monday.com and Ziflow; lead change adoption and coach project coordinators.
- Designed scalable program governance, centralized tracking, three-stage approvals and document automation for a program that expanded 600%.
- Supported digital transformation by evaluating six AI tools, piloting three workflow solutions and training 20+ users.

Aerotek | Senior Payroll Operation Manager
Little Rock, AR / Jan 2019 - Jul 2022

- Managed multi-state business operations for ~1,500 workers and $62M+ in annual payroll, partnering across HR, Finance, Operations and client teams.
- Improved process controls and payroll accuracy from ~60–67% to 98% in 60 days, reducing estimated annual financial-risk exposure by $6M+.
- Redesigned operating processes and cross-functional handoffs, tripling weekly payroll throughput from ~$400K to $1.2M.

Ann Taylor, LOFT and Lou & Grey | Assistant Store Operations Manager
Little Rock, AR / Sep 2014 - Jul 2017

- Co-led a 15–25-person team across workforce planning, coaching and store operations; exceeded revenue targets by 18% and achieved 188% of monthly acquisition goals.

EDUCATION & CREDENTIALS

- B.A., Mass Communication | Public Relations and Strategic Communication
  - *University of Arkansas at Little Rock | Expected May 2027*
- Agile Scrum Master | Practical Project Manager | Six Sigma White Belt
- Technology | Monday.com | Ziflow | Tableau | Jira | Asana | Airtable | Microsoft Teams | Google Workspace