

CHRISTY CRUMP

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EXCEPTIONAL LEADER WITH PEOPLE CENTERED APPROACH

- Background includes 20+ years in high level administrative positions and President of Crump & Associates, a training and development company with clients including Fortune 500 companies.
- Creative learning professional who looks for innovative ways to help employees develop and harness their skills by designing and implementing scalable training programs that consist of online and in-person training to improve knowledge and utilization of business solutions.
- In-depth understanding of personality styles and behaviors that leads to quickly identifying the best ways to communicate with others, and teach them to do the same, which keeps conflict, misunderstandings, and miscommunication to a minimum.
- Global mindset, cultural awareness, and demonstrated success in integrating considerations of diversity and inclusion in learning and development programs and fostering a learning culture.
- Experience driving cross-functional projects for continuous improvement.

CAREER SUMMARY AND ACHIEVEMENTS

Deputy Director of Telecommunications

Florida Department of Management Services (DMS) February 2022-Present

- Direct day-to-day operations of the Bureaus of Customer Service and Contracts & Project Management
- Manage procurement, strategic planning, project management, and customer service
- Oversee procurement and contract management activities, including ensuring compliance with Florida Statutes, the General Appropriations Act, state and federal laws, and instructions from the Governor
- Oversee development of division-wide long-range strategic and business plans, data analytics, performance reporting and high-profile project management
- Partner with leadership to develop data-driven decision-making strategies, create aligned and successful strategies and operational directions to formulate changes and improvements, and lead a team of dedicated project managers and strategists
- Guide annual reporting efforts on performance measures, return on investment, performance evaluations, and ensuring division efforts align with the department's strategic plan and objectives
- Evaluate and advise executive leadership regarding fiscal, budgetary and contractual issues
- Develop and prepare the division's legislative budget requests
- Oversee development and implementation of policies and procedures that create efficiencies and advance the division's goals, and develop and implement plans for operational systems and processes
- Develop and maintain a plan that provides for succession and continuity in the most critical positions

Director of Operations & Director of Training & Development

Florida Restaurant & Lodging Association's RCS Training July 2012 – February 2022

- Led team of 50 trainers statewide who provide hospitality and tourism regulatory training to 1600 clients and professional development training to multiple industries and professions
- Managed daily operations (hiring, development, budget, payroll) for two training divisions:
1) Florida hospitality regulatory training including alcohol compliance, employee food safety, ServSafe food manager certification, and anti-harassment and 2) national professional development training consisting of 50+ customized professional development topics

- Developed training/workshop curriculum and implemented training programs to enable change management initiatives, drive a high-performance culture, and produce positive outcomes
- Worked with SMEs to develop and deliver key product training
- Conducted training needs assessments to understand strengths and employee knowledge gaps
- Evaluated results of employee training to assess employee's performance levels and the ability to learn and apply the necessary knowledge and skills
- Oversaw all business development including sales, marketing, communications
- Spoke at national and international conferences on professional development topics
- Increased client base from 1000 to 1600 and field training team from 25 to 50
- Increased revenue from \$1.1M to \$2.3M in under five years
- Developed new hire onboarding program that provided critical foundational building blocks using a mix of online self-paced and remote in-person learning modules

President & CEO

Crump & Associates January 2008-December 2012

- Built a national full-service training and development company in under two years
- Developed and delivered 50+ professional development curriculums utilizing adult learning theories
- Developed national client base of 100+ businesses over several different industries and professions
- Oversaw all sales, marketing, management, and business development

Administrative Specialist III

City of Tallahassee, City Auditor's Office April 2005-January 2008

- Independently coordinated, managed, and directed administrative functions for eight auditors
- Assisted auditors in research, projects, customer surveys, and analyzed data for statistical reports
- Provided insight into audit reports and performed linguistic review/grammar check of audit reports
- Managed and audited annual office budget of \$850,000
- Facilitated city Audit Committee meetings
- Created City of Tallahassee Fraud Hotline

AREAS OF EXPERTISE – EXAMPLES OF DEVELOPED CURRICULUM

- Achievement in Customer Excellence
- Minute Taking, Business Writing, Grammar, and Proofreading
- Communicate with Confidence/Avoid Conflict
- Gen Z: Soon-to-be Your Colleagues and Customers
- Manage Multiple Processes, and Do it Well
- Professionalism and Business Etiquette: Keys to Intentional Success
- T.E.A.M. Building 1.0 – Understand Personality Differences with True Colors

EDUCATION

- B.A., Florida State University
- M.S. (in progress), Organizational Management & Communication, Florida State University

CERTIFICATIONS

- Performance Institute, Certified Government Administrative Manager
- American Hotel & Lodging Association, Gold Customer Service Certified