

BRITTANY WALKER-CRAIG, M.S.

HIGHER EDUCATION PROFESSIONAL

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EXPERTISE

Management	● ● ● ● ●
Leadership	● ● ● ● ●
Program Development	● ● ● ● ●
Project Management	● ● ● ● ●
Financial Management	● ● ● ● ●
Business Operations	● ● ● ● ●
Communication	● ● ● ● ●
Curriculum Development	● ● ● ● ●
Purchasing	● ● ● ● ●
Customer Service	● ● ● ● ●

CAREER OBJECTIVE

Devoted Educator with outstanding knowledge of curriculum design and deep understanding of Operations, Nutrition, and Management. Proven success in virtual and lecture classrooms and working tirelessly for learner comprehension. Seeking to utilize education and management expertise to a position in learning and development. Areas of expertise include leadership, program development, and curriculum execution.

SOFTWARE

MS OFFICE SUITE

(Word, Excel, Access, Project, PowerPoint, Outlook)

GOOGLE SUITE

(Docs, Sheets, Slides, Forms, Hangout, Groups)

ADOBE

(Acrobat, Photoshop, Connect, Captivate)

NUANCE

ORACLE/PEOPLESFT

WORKDAY

CRM

(Clover, QuickBooks)

SALEFORCE

ABSORB LEARNING MANAGEMENT SYSTEM

ADP

CISCO WEBEX

NAMELY

IMOVIE

SLACK

FIVE9

CANVAS

(E-Learning Platform)

BLACKBOARD

CANVA

(Graphic Design)

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WORK EXPERIENCE

ADJUNCT BIOLOGY PROFESSOR (08/2019-PRESENT)

HOUSTON COMMUNITY COLLEGE

- Instructs "Nutrition & Diet Therapy" and "General Biology for Biology Majors" classes to enrolled students
- Teaches courses in accordance with the schedule of classes and follow the approved course descriptions and syllabi established by the Division faculty and administered by the Dean
- Travels as needed due to educational assignments may be on one or more of the college's campuses or off-site locations and may include concurrent enrollment, distance education, evening and weekend programs, online instruction and other instructional modalities
- Generates new curriculum assignments, quizzes & games for participated-centered instruction
- Updates syllabus and assignments accordingly
- Develops schedule for the semester along with designing exams
- Attends and participate in departmental faculty meetings
- Tutors and meets with students who needs additional assistance with comprehending the curriculum
- An active member of the Textbook Committee for the Nutrition entity of the Biology Department
- Facilitates employee development courses for faculty members when needed

TEAM LEAD, LEARNING & DEVELOPMENT OF OPERATIONS (11/2018-11/2020)

BEYOND FINANCE

- Oversaw the onboarding training process for the Operational departments (Business Operations, Settlements, Sales & Client Success departments).
- Directed group and individual instruction and training covering a range of technical, operational, customer service and/or management areas in a specified field.
- Developed training curriculum and/or recommends or utilizes expertise and experience that meet instructional goals and objectives for all delivery methods including instructor-led, participant-centered, e-Learning, webinars & workshops.
- Partnered with affiliate company to develop and execute effective training programs which included onboarding employees, instructing corporate trainers and managers, Performance Improvement Program (PIP), and coaching sessions
- Generated training outlines and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, demonstrations, refresher training, etc.
- Formulated training aids, including training handbooks, policies & procedures, multimedia visual aids and reference documentation.
- Performed administrative functions necessary to execute and document training programs.
- Evaluated effectiveness of training and development programs and utilizes relevant evaluation data to revise or recommend changes in instructional objectives and methods.
- Assisted in analyzing and assessing training and development needs for all operational employees.
- Managed Training Specialist's performance and recommends improvements to program content, presentation methods and other factors related to his/her job functions.
- Designed creative, effective and scalable programs including recruiting that develops and engages all levels of the organization by utilizing the ADDIE model.
- Generated an "University" for the organization so that employees are able to complete leadership, compliance, development and departmental-based skills courses.

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- Assisted with recruiting and training operational employees.
- Coached and drives learning adoption/follow-through in our key development programs in partnership with management teams
- Completed weekly timesheet entry for payroll in addition to other status functions such as terminations, overseeing Performance Improvement Plans (PIPs), etc.
- Oversaw that the learning and development entities of Operations are in compliance with all policies and procedures, applicable documentation for CRM system, etc.
- Met with the department's management and other department stakeholders weekly to determine common errors that can be resolved during training.
- Instructed various training courses including new hire orientation, leadership development, "Becoming a Manager," coaching/mentoring, How to Develop S.M.A.R.T. Goals for Your Career, compliance, refresher trainings, ethics and all departmental training modules.
- Assisted with developing the best corporate strategies and executing KPIs for the learning and development sector of the Client Success department
- Analyzed and presents monthly reports on progression in career development of all trained employees
- Traveled as needed to execute training courses or participate in strategy meetings (state & nationwide)
- Performed special projects as assigned.
- Positions held at this company: *Business Operations Specialist, Sr. Business Operations Specialist, Sr. Business Operations Resolution Specialist, Talent Experience Instructor*

CHIEF OPERATING OFFICER (05/2019-12/2020)

FEMME AND FLORA, INC.

- Designs effective uterine health programs that will spread advocacy through service and education
- Oversees project management operations such as cost estimate & budget development, resource planning, and risk management
- Delegates tasks, assignments, and projects
- Leads board meetings by setting the agenda and executing the deliverables
- Manages program effectiveness through auditing, surveys, and stakeholders' meetings
- Plan upcoming events including educational workshops, campus awareness seminars, fundraisers, etc.
- Develops operational strategies, budgets, and protocols essential to achieving the organization's mission
- Works closely with Executive Director and Treasurer to develop best practices for gaining sponsorship, donations, and generating budgets
- Governs recruiting including development of advisory board, interview protocol, and job requisitions

NUTRITION EDUCATOR (06/2011-05/2019)

BPW ENTERPRISE

- Created daily menus, recipes and calorie calculations for health conscience clients such as Cancer patients, Vegans, Lacto Vegetarians, Lupus, Heart Disease, Diabetes, Alzheimer's and weight loss
- Instructed clients on how to cook, maintain nutritional eating habits and empower healthy living through curriculum and program development
- Completed consultations at least twice a week regarding nutritional assistance and implementing healthy practices/behaviors while calculating calories per meal intake
- Prepared meals along with service/or meal delivery for meal plans when requested
- Conducted research on case studies and other medical resources to develop legitimate curriculum for health seminars and boot camps
- Operated cooking classes based on the customer's needs and requests
- Administered ServSafe training classes and exams

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NUTRITIONAL CULINARY SPECIALIST & KITCHEN MANAGER (03/2018-09/2018)

MONTGOMERY HEART & WELLNESS

- Managed culinary staff and ensured kitchen protocols were adhered to
- Administered inventory control techniques through ordering, monitoring and placement in multiple storage locations
- Provided consultations, recipes, food demonstrations, boot camps, and personal classes to teach proper detox methods, plant-based nutritional eating habits, and life span longevity
- Prepared plant-based maintenance meals for patients when requested
- Created nutrition education programs that enhanced the success of the organization's vision and designed curriculum for the internship program
- Governed the financial management and consulting regarding The Garden Kitchen including budgeting and purchasing
- Mastered the revenue generation and developed multiple ways to increase profit for The Garden Kitchen
- Achieved budgeting goals through auditing and forecasting all aspects of The Garden Kitchen

OPERATIONS MANAGER (10/2016-12/2017)

CAJUN MOON-THE RESTAURANT

- Planned weekly and specialty menus and established new recipes
- Developed and executed orientation and training events
- Fulfilled inventory orders through ordering, purchasing and receiving
- Developed all applicable documents for research, contracts, analysis, surveys, etc.
- Educated and trained employees on various food dishes, food safety guidelines and company standards
- Created an employee handbook and manual for all roles within the company
- Negotiated catering contracts and completed all catering bookings
- Completed daily accounting reports

CATERED RECEPTIONS SUPPORT SPECIALIST (05/2015-09/2016)

SERVICE CORPORATION INTERNATIONAL

- Developed a new role as part of the Supply Chain Management department for the organization
- Managed 600+ caterers that service the funeral homes in both the United States and Canada
- Obtained necessary documentation (health permit, liquor permit, certificate of liability for both general and liquor) from caterers and approve for compliance purposes
- Performed monthly audits for statistics and monthly status reports to submit to manager and director
- Educated and trained employees and caterers on hospitality knowledge
- Completed event planning and coordination of meetings as an active member of the Event Planning Committee
- Project Coordinator for the Supply Chain Management department for the Oracle accounting conversion

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SENIOR CUSTOMER SERVICE REPRESENTATIVE (04/2007-03/2010)

VERIZON WIRELESS

- Assisted customers with inquiries regarding bills, equipment and sales services that are offered by the company
- Completed troubleshooting for any issues with equipment, accessories and/or online accounts
- Provided all current promotions and assisted with sales and revenue for the company
- Trained new team members on effective and efficient guidelines for achieving excellent quality assurance scores as a *Subject Matter Expert*
- Produced revenue with initiating new phone purchases, upgrades, accessory purchases, new lines of service and added lines of service

EDUCATION

ADJUNCT ACADEMY (09/2019-4/2020)

HOUSTON COMMUNITY COLLEGE (HOUSTON, TX)

- Graduation date: 04/17/2020
- Learning and development program for professors, educational leaders and future scholars to enhance their skills and abilities to educate at a collegiate level.

MASTER OF SCIENCE: NUTRITION EDUCATION (08/2016-05/2019)

AMERICAN UNIVERSITY (WASHINGTON, DC)

- Graduated with 3.3 GPA

BACHELOR OF SCIENCE: TECHNICAL MANAGEMENT (01/2014-05/2015)

DEVRY UNIVERSITY (HOUSTON, TX)

- Graduated with 3.6 GPA
- Recipient of DeVry University Transfer Scholarship
- Graduated Cum Laude
- Minored in Hospitality Management
- Member of Sigma Alpha Pi - The National Society of Leadership and Success (member)
- Member of Phi Beta Lambda (FBLA member)

ASSOCIATES IN APPLIED SCIENCE: HOTEL/RESTAURANT MANAGEMENT (08/2011-12/2012)

HOUSTON COMMUNITY COLLEGE (HOUSTON, TX)

- Graduated with 3.8 GPA
- Dean's List
- Received Association of Women's Administrators Scholarship
- Graduated Manga Cum Laude

ASSOCIATES IN APPLIED SCIENCE: CULINARY ARTS (01/2010-05/2011)

HOUSTON COMMUNITY COLLEGE (HOUSTON, TX)

- Graduated with 3.7 GPA
- Member of Phi Theta Kappa (member)
- Dean's List
- Received Mary Nell Reck Scholarship
- Graduated Cum Laude

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CERTIFICATIONS

- City of Houston Certified Food Protection Manager (expires 08/2021)
- Eagle Online for Canvas
- Houston Community College Teach Online Certification
- Learner-Centered Instructional Design
- International Association of Professional Debt Arbitrators (IAPDA) Certified Debt Specialist
- The Bob Pike Group: Train-the-Trainer Boot Camp Plus

PUBLICATIONS

BOOK

Walker-Craig, Brittany (2021). *NNG's Kick Ass Formula for Cramps*

INVITED BOOK CONTRIBUTIONS

Johnson, Nitashia (2018). *The Self Publication- Volume 2*

MAGAZINE ARTICLE CONTRIBUTIONS

Walker-Craig, Brittany. "Meet the Owner of Femme & Flora" (2019). *VoyageHouston Magazine*

Walker-Craig, Brittany. "Expert Panel: Femme & Flora" (2020). *VoyageHouston Magazine*

Walker-Craig, Brittany. "Meet Brittany Walker-Craig: Educator and Entrepreneur" (2020). *Shoutout HTX*

Walker-Craig, Brittany. "Type 2 Diabetes & Bipolar Disorder Reversal" (2020). *Plant Powered Sistahs*

Walker-Craig, Brittany. "Meet Brittany Walker-Craig!" (2020). *Every Dope Girl*

PODCAST CONTRIBUTIONS

Walker-Craig, Brittany. "The Key to Operating A Non-Profit Organization" (2020). *The Black Equity Network*

PROFESSIONAL ACTIVITIES

- **The Self Publication** (8/2018 - 08/2020): Project management, consulting, agent booking & networking
- **Blodgett Urban Gardens** (11/2019 - 11/2020): Garden maintenance and providing food to the community
- **Texas Southern University Lady Basketball Team** (2/2020 - 05/2020): Hosting drives for uterine health products
- **Unchained, Inc. College Mentoring Program** (9/2020 - Present): Mentoring HBCU students