

Vivian Richards (She-Her-Hers)

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Summary

Highly-motivated Innovator of people -centric programs and operations, proven track record leading global cross-functional teams, and developer of adaptable work streams with the committed integrity forged by over 15 years of management experience gained as a military veteran. Entrepreneurial and accountable leader who combines inclusive collaboration, relationship building with strong product management, project management, data science, data analysis, and design skills built on agile partnership to influence decision making and customer solutions. Strategic thinker with a proven ability to lead with influence and passion for technical solutions from strategic direction to execution. An adaptive senior program manager who applies creative design leadership and problem-solving using business acumen in sales and product marketing.

Experience



National Program Manager

Minority Veterans of America

Feb 2021 - Present (4 months +)

Volunteers to coordinate between MVA chapters and community partners to address food insecurity and risk of being unhoused in response to the crisis of the COVID-19 pandemic and other high-risk factors that specifically affect the Veteran community.



NHQ:DCS - Government Operations - NRCC-DOCC Liaison

American Red Cross

May 2020 - Present (1 year 1 month +)

Volunteers to support the National Headquarters (NHQ) Disaster Cycle Services (DCS) team, specifically the Government Operations unit. During a disaster relief operation, the National Response Coordination Center (NRCC)/Disaster Operations Coordination Center (DOCC) liaison serves at the national level as the direct contact within FEMA in the NRCC.



Senior Solutions Engineer

Splunk

Nov 2020 - Present (7 months +)

Pre-sales technical role responsible for guiding customers to solve data-focused problems using Splunk solutions. Able to answer technical inquiries from customers regarding Splunk technology, features, solutions, applications as well as articulate Splunk technology and product positioning to both business and technical users. Maintains deep technical understanding of Splunk products and services, but also build trusted technical advisor relationships with customers.



Senior Manager System Engineering

Sev1Tech LLC

Aug 2020 - Nov 2020 (4 months)

Army portable and interoperable waveforms provide mobile and ad hoc networking and network enterprise services to enhance tactical warfighting capabilities. Waveforms enable the Army's tactical data radios to transmit voice and data across the battlespace.

Solutions will be aligned to identified needs from the N-CFT and Project Manager Tactical Radios (PM TR) as the Integrated Tactical Network (ITN) Office of Primary Responsibility tracked rigorously and reported in near-real time through a collaboration tool pilot implementation (a collaboration with Joint Tactical Networking Center (JTNC), and assessed for performance and Electronic Warfare (EW) / Cyber survivability in both lab and field environments.



Assistant Director, Intelligence Program Operations Management, Sergeant Major,

US Army

Sep 2019 - Sep 2020 (1 year 1 month)

Driven expert in cross-functional team leadership and strategic planning of elaborate lines of business and technical programs. Reliable leadership and senior project direction for global, large-scale product operations efforts using agile methodologies to lead desired outcomes meeting tight deadlines and financial goals. Proven track record of innovation, clear judgment and relationship building with external partners.

- Provided vision to the Director of Operations on planning process, retrospective evaluation, and delivering current technical, personnel, and administrative operations with executive-level communication skills.
- Developed, coordinated, and integrated strategies to project manage and develop personnel as a role model of the "Whole Soldier" strategy to build adaptive solutions together.
- Measured people analytics consisting of supply analysis, demand analysis, gap analysis, and solution analysis to meet current and future staffing strategic requirements.



Student

FourBlock

Feb 2020 - Apr 2020 (3 months)

FourBlock provides the education, mentorship, and the relationships needed for veterans to thrive after military service. FourBlock also provides professionals the opportunity to get involved in our national defense by joining the fourth block and supporting those who serve in finding meaningful employment.



Business Student

BreakLine Education

Jan 2020 - Feb 2020 (2 months)

Breakline is an education and hiring initiative designed to prepare top veterans for careers in technology. The program combines intensive graduate-level classroom instruction with hands-on workshops and professional networking.



Senior Advisor/ Sr. Project Management | Intelligence (G-2) Sergeant Major, Division

101st Airborne Division, U.S. Army

Aug 2016 - Oct 2019 (3 years 3 months)

Point of Contact for Intelligence policy, product development, people strategies, and PR for a global organization with over 10,000 employees. Curated strategic partnerships and global relationship management.

- Lead products management of the Intelligence Cloud AI / ML Initiative, building thousands of user stories together, driving over 50 releases creating a formidable intelligence platform for Department of Defense.
- Senior-level advisor direction on high-level internal and external threat investigations and disruptions.
- Drove continuous improvement through the lifecycle with focus groups, user experience experiments, and beta engineering testing to drive product requirement across multiple Department of Defense intelligence programs from cloud computing, AI, machine learning, to data architecture.
- Resourced and project managed the updating and development of Intelligence Simulation platforms to drive high-quality and effective customer experience for the Soldiers of the Division's Intelligence Enterprise around the world.
- Instituted programmatic change in developing and maintaining resiliency within the direct G2 organization of over 100 personnel. Proven track record building systemic flexibility and responsiveness.
- Wrote recruiting and retention strategies based on integrity, equity, and inclusion to lead collaboration and morale.
- Tracked critical metrics related to people analytics, strategic staffing, and professional development for over 1,000 intelligence analysts. Led to optimal staffing levels with over 95% employee retention in critical positions.



Sr. Program Manager/Advisor Intelligence Operations

Resolute Support - RS

Mar 2018 - Nov 2018 (9 months)

Senior program manager for strategic development of the intelligence enterprise. Focused leadership efforts on product development, business development and oversight for digital intelligence systems' integration. Advised on matters related to contract management, strategic planning, business development and the software development life cycle (SDLC). Fluent in agile methodologies of iterative innovation.

- Managed program research and product engineering, testing/ evaluation, and training on sensors, data analysis software, AI, machine learning and backend databases.



Student Class #66

The NCO Leadership Center of Excellence and Sergeants Major Academy

Aug 2015 - Jun 2016 (11 months)

Executive leadership and development expertise. Focused on event management, project management, strategic planning and execution. Directly responsible for marketing and public relations strategies, multiple business development lines of effort and program management and execution.



Sr. Project Manager, Middle East/North Africa Operations

United States Army Special Operations Command

Aug 2014 - Aug 2015 (1 year 1 month)

Leadership within a global DoD Special Missions Unit responsible for all aspects of the organization's policy on Signals Intelligence program management and innovation, people analytics, and training for

data analytics operations spanning the Middle East, North Africa, and the world. Provided strategic direction and vision to technical roadmaps improving on a track record of customer success.

- Led teams of highly trained and skilled intelligence analysts responsible for the leveraging of cross-cultural knowledge and skills to ensure quality execution of intelligence platforms conducting global investigations in areas of conflict with integrity.
- Managed program research and product engineering, testing/ evaluation, and training on sensors, data analysis software, AI, machine learning and backend databases.
- Led technical and finance impact, solving problems and addressing customer needs of signals operations.
- Refined user stories and requirements with multi-functional engineering and design teams to build innovative intelligence software development and data storage architecture. Knowledgeable expert for internal sales decisions.
- Led motivated team program development from ideation to deployment using cloud computing best practices with partnership across multiple Intelligence agencies improving communications at a constant cadence.
- Provided creative leadership to product engineering teams for prototyping and production of five critical innovations.



Program Manager | Advanced Training Director - Signals Intelligence

United States Army Special Operations Command

Aug 2012 - Aug 2014 (2 years 1 month)

Designed, developed, and delivered cohesive real- world multi-intelligence operations, training, situational- based exercises in accordance with published operations schedules in order to assess employees' abilities to perform under highly stressful environments.

- Led a team of 4 small to facilitate of over 3,942-hour Program of Instruction hours with a \$1.5M annual training budget. Provided quality oversight to government sales, marketing, acquisition and contracting with small business.
- Tailored team KPIs to cost, performance, and schedule to deliver operational relevancy and certified analysts.
- Responsible for the formal content of technical and tactical training policy development and maintenance of training materials, able to work independently in accordance with published schedules.
- Planned, developed, & implemented real- world multi-intelligence discipline exercises in order to assess employees' abilities to perform in stressful environments. Developed national partnerships and guided sales and marketing efforts.
- Built software and radio prototypes with software and hardware product engineering teams focused on futuristic strategy for robust intelligence data science including data collection, data analysis, and data validation requirements.



Deputy Operations (S-3) Manager

United States Army Special Operations Command

Feb 2010 - Aug 2012 (2 years 7 months)

Current Operations Program Manager within a National-Level DoD unit with 400+ personnel.

Provided cross-functional team leadership for the planning and coordinating for global operations, joint operations, exercises, individual and collective training for the battalion and provided tactical & technical guidance and professional support to multi-disciplined intelligence teams conducting software development, processing, exploitation, analysis & dissemination in support of operational &

strategic planning intelligence requirements worldwide. Provided oversight in the realms of business development and product management.



SIGINT Program Manager | ISR Project Manager | SIGINT Product Management

United States Army Special Operations Command

Jul 2004 - Feb 2010 (5 years 8 months)

Operations Program Manager of a Detachment comprised of highly trained and skilled SIGINT cross-functional team leadership professionals. Responsible for all aspects of the organization's SIGINT program operations to include the strategy, coordinating and monitoring deployment schedule for current & emerging missions, the Processing, Exploitation, and Dissemination (PED) of SIGINT product management, analysis software development life cycle (SDLC), databases, safety and training, research & business development, testing & evaluation and accountable for over \$30M of hardware, software.



Prophet Team Chief- 3rd Infantry Division

US Army

Sep 2002 - Jul 2004 (1 year 11 months)

Team Chief of a dedicated all-weather, 24-hour, near-real-time, ground-based tactical Signals Intelligence (SIGINT) and Electronic Warfare (EW) system providing force protection and situational awareness through technologically advanced intelligence support to Brigade Combat Team (BCT) and Expeditionary – Military Intelligence Brigade (E-MIB) commanders. One Prophet system is fielded to the multifunctional teams (MfT) with three MfTs per BCT and eight MfTs per E-MIB. Prophet Enhanced systems provide commanders flexible, modular components for their mission.

Prophet Enhanced is a non-platform-dependent, modular system that will allow easy integration onto a vehicle. Each sensor supports stationary, dismounted, on-the-move (mobile) and manpack operations. Prophet's mobility and modularity allows supported units to easily reposition its collection capability based on evolving tactical situations.

Prophet Enhanced has networked communications via a wide-band, beyond-line-of-sight capability. This capability allows the vehicles to operate at extended distances from each other or from other nodes on the battlefield. Prophet Enhanced is fielded as a two-vehicle solution with a common server, processing architecture, encryption devices, etc., in both vehicles; each vehicle supports operations on three classification networks and domains.

Prophet Enhanced is interoperable on the Global SIGINT Enterprise, delivering collected data to common databases for access by the intelligence community.

Prophet Enhanced provides the warfighter with critical situational awareness on the availability and synergy of objective intelligence data access and processing. It also provides high-value targeting through precision geolocation. Prophet Enhanced mobility and multimode employment (dismounted, mounted on-the-move and manpack) enables the commander flexibility in a dynamic threat environment.



Language Student (Arabic)| 35P Trainee

US Army

Aug 2000 - Sep 2002 (2 years 2 months)

A cryptologic linguist is primarily responsible for identifying foreign communications using signals equipment. Their role is crucial as the nation's defense depends largely on information that comes from foreign languages.

JOB DUTIES

Identifying and analyzing foreign communications

Recognize changes in transmission modes and tip the appropriate authority

Provide translation expertise to analysts

Provide transcriptions and translations from foreign communications



Marketing And Business Development Intern

Procter & Gamble

Aug 1996 - Aug 2000 (4 years 1 month)

Lead and develop business strategy with commercial perspective

Drive work independently while cooperating with multi-function team

Work as stewardship owner

Responsibilities of the role

As sales intern you will develop, negotiate and execute sales and marketing strategies based on in-depth analysis of the customer, market and sales processes. You will learn and execute concepts of market development and consumer behavior in order to apply them to categories (brands), customers and channels (distributors, pharmacies, supermarkets, among others). Both in the internal sales and external sales, the energy and dynamism of day-to-day sales are factors that make this position attractive and interesting.

Education



University of Oklahoma

Master of Arts - MA, International Relations and Affairs

2008 - 2010



Defense Language Institute Foreign Language Center

Associate of Arts - AA, Arabic Language and Literature

2000 - 2002



University of Oklahoma - Price College of Business

Bachelor's degree, Business, Management, Marketing, and Related Support Services

1996 - 2000



United States Army Sergeants Major Academy

Military Scienc, Organizational Leadership

2015 - 2016

The Sergeants Major Course is the premier institution designed to prepare senior enlisted leaders to execute at all levels of command throughout the Department of Defense. USASMA is a 10-month course that serves to educate senior enlisted leaders from the U.S. Army, sister services, and allied country's to be agile & adaptive senior noncommissioned officers through the study of leadership, the conduct of Unified Land Operations, and the application of Joint, Inter-Agency, Inter-Governmental

and Multi-National organizations (JIIM) in an era of persistent conflict. Focal points of this course are critical reasoning, creative thinking and decision-making skills. The course also assisted in the further development of logical, practical and original reasoning abilities necessary for problem solving. Learning directives prepare senior leaders for positions in JIIM, battalion, brigade, and divisions through Echelons above corps (EAC) staff Sergeants Major command levels.



National Defense University

Senior Enlisted Joint Professional Military Education Course I, II

2008 - 2016

Licenses & Certifications



Leadership Communication, Graduate Certificate - George Mason University

Continuing & Professional Education



Master Resiliency Trainer - University of Pennsylvania



Army Instructor Certification Course - U.S. Army John F. Kennedy Special Warfare Center and School



Project Management - Defense Acquisition University



Contracting Officer's Representative (FAC-COR) - Defense Acquisition University



Enterprise Management Course - Joint Special Operations University



SHRM - Senior Certified Professional (SHRM-SCP) - SHRM



Certified ScrumMaster (CSM) - Scrum Alliance

1193833



Digital Transformation - LinkedIn



Certified Scrum Product Owner (CSPO) - Scrum Alliance

12252222



Splunk Core Certified User - Splunk



Splunk Core Certified Power User - Splunk



Splunk Enterprise Certified Admin - Splunk



Splunk Enterprise Security Certified Admin - Splunk



DS4A / Empowerment 1.0 Certificate - Correlation One
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Honors & Awards



Bronze Star Medal (2) - United States Army



Air Medal - Department of Defense