

## DIRECTOR OF OPERATIONS

# KELLEY WILDS

Proven operations leader in cybersecurity and Agile software development industries overseeing multiple cross-functional teams and projects. Passionate about keeping teams organized and on track, while building processes that promote efficiency.

## EXPERIENCE

### DIRECTOR OF OPERATIONS, RECON INFOSEC; REMOTE – 2020 - PRESENT

- Develop operational strategy and improve processes for the entire company to optimize efficiency and productivity within teams and reduce costs.
- Oversee all levels of project delivery including planning support, tracking and accountability across the NDR, SOC, DevOps and Client Development teams.
- Member of the company's leadership team. Maintain open communication between cross-functional teams and find ways more ways to integrate.
- Develop and manage the entire customer onboarding lifecycle from Sales through full MDR team implementation. Create and execute the semi-annual NPS survey.

### SENIOR LEAD TECHNOLOGIST IN STRATEGIC INNOVATIONS GROUP, BOOZ ALLEN HAMILTON (FORMERLY SPARC); CHARLESTON, SC – 2011 - 2020

#### Client Engagement / Product Strategy

- Key leader in 3 year initiative with multiple SCRUM teams, responsible for successful build and delivery of multi-platform solution with high client adoption.
- Led product strategy initiatives with clients including roadmap creation and prioritization, delivery planning, and solutions strategy.
- Responsible for incremental delivery of value and overall project success.

#### Agile Leader

- Educate stakeholders and team members about Agile fundamentals through knowledge sharing. Engage the full, cross functional team for successful adoption.
- Led the scaling of Agile efforts as the project grew to multiple SCRUM teams.
- Fostered collaboration between stakeholders and team members for value delivery, sprint cadence activities and Agile rituals.

#### Business Development

- Won multiple contract renewals across several projects due to repeated successful fulfillment of contract deliverables.
- Support new business generation efforts utilizing Agile expertise, organization and attention to detail.

## EDUCATION

College of Charleston, Charleston, SC – BS Business Administration, Spanish Minor.  
2010