

## Olivia James

Washington, DC • (202) 518-4043 (voice) • thelightiseverywhere@gmail.com

I excel in roles involving project management, managing up, change management, strategic planning, and creative and collaborative problem solving.

### Relevant Work Experience

#### **American Farmland Trust** 10/22 – 2/25, *Operations Manager*

*National nonprofit of 250 staff and \$50 million budget*

- **Recognized as “a trusted thought partner”** to Director of Operations, Chief Financial Officer, Directors and staff,
- **Nonprofit management**, with an emphasis on communication, creative problem-solving, and [leadership skills](#). **Led a series of cross-functional teams** resolving inefficiencies/errors in budgeting, payroll reconciliation, vendor ticketing framework, timesheet and contracting systems, various procedures/workflows. **Average completion time: 2 weeks to 2 months. Errors and pain points reduced by 90%** and monitored for further improvement.
- **Created tools and impact from the beginning of the journey to the end** – through budgeting, compliance, strategic planning, risk management, policy and procedure development and management, testing, training, approval flows, best practices, systems of data collection/reporting, contracting, and organization pain points. **Reflected knowledge of interconnected workflows and created solutions that streamline entire processes.**
- **Built trust by actions and direct, emotionally-intelligent engagement with staff at every level of the organization, framing changes strategically and building buy-in.** Planned and implemented strategic initiatives requiring experience with project coordination, budget management, data analysis, and strong decision-making.

#### **American Farmland Trust** 7/21 – 10/22, *Finance Coordinator*

Administrative support to annual budgeting process, recorded and reconciled Accounts Receivable, acted as System Admin for accounting software, developed and managed approval flow to establish new grant and project budgets, project management – created new accounting workflows for efficiency and reporting, conducted training videos, strengthened accountability and interdepartmental relations.

#### **Flagship social justice-oriented churches** 6/04 – 1/21, *Administrator and Bookkeeper*

15 years as Administrator and Bookkeeper for social justice-oriented churches in the DC metro area. Full-charge bookkeeping (and running payroll), fundraising support, budgeting, space use rental including a guest hostel, renovations, special events, publications, website, volunteer administration and relationship, and crisis management.

#### **Fair Labor Association** 9/16 – 7/17, *Membership Associate & Accounts Receivable*

*International labor rights association of 2,600 organizations*

Membership renewal and accounts receivable for corporations, factories, universities, small businesses and individuals, help desk (daily resolution of 100% of trouble tickets assigned to me), trained users on SaaS/ Software as a Service.

### Computer Skills

*Microsoft, CRMs and Project Management:* Sharepoint/Office365, Sharepoint training hub, Dynamics, Microsoft Suite, Excel, PowerPoint, OneNote, Power Automate, Salesforce, Teams Channels, Microsoft Planner, Asana,  
*Accounting:* Quickbooks Enterprise, Quickbooks Online, Sage Intacct, Bill.com, Concur and online banking tools,  
*Payroll:* Paycom, Quickbooks, Paychex Flex,

### Trainings and Certifications

- Six Sigma yellow belt training with Richard Chua, LinkedIn Learning 6/23
- Beyond Diversity 101 at Pendle Hill, Wallingford, Pennsylvania, 5 days, 11/15
- Certified Bookkeeper, The American Institute of Professional Bookkeepers, Rockville, MD 5/14

### Education

B.A., 6/94 University of South Carolina - English major, Journalism minor