# **Shana G. Norton**

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# **HIGHLIGHTS OF QUALIFICATIONS**

* Demonstrated record of high-performance standards, including attention to schedules, deadlines, budgets, and quality work.
* Collaborates easily with co-workers and works well independently.
* A continuous and rapid learner, results-oriented, positive attitude, detailed professional.
* Exhibit appropriate independent decision-making and judgments, creativity in problem-solving, and work independently, when necessary, without supervision.
* Top-notch professional with more than 20+ years of experience managing business relations and special projects at the senior management level.

## **EXPERIENCE**

**MR SYSTEMS, AN INFRAMARK COMPANY,** Nocross, GA 03/24 - Present

* Work closely with COO on other special planning and departmental projects.
* Oversee and report weekly, monthly, quarterly, and annual metrics.
* Manage day-to-day operations, including human resources, client and public relations, facilities, and support services including IT & Telecommunications.
* Maintain accounts receivable utilizing company programs and online banking.
* Manage all activities related to inventory control, including reports and annual physical inventory count.
* Serve as key point of contact for facilities maintenance, repairs, and office machines; manages maintenance; maintains contracts and records of service.
* Research and analyze information for changes to facility service providers and/or vendors.
* Assist the project team with collecting and organizing data, preparation of reports/presentation boards, specifications, cost estimates, presentation material and other documentation as needed.
* Manage project procurement, identify cost savings, manage inventory control, supplier coordination and material tracking.
* Negotiate and manage vendor contracts to maintain cost-effectiveness and quality service.
* Lead and motivate office support staff and administrative professionals.

**PROFESSIONAL SABBATICAL**  10/23 – 03/24

**GEORGIA STATE UNIVERSITY, A**TLANTA, GA 01/22 - 09/23

**Executive Assistant, Office of the President**

* Planned, coordinated, and ensured the President’s schedule is followed and respected. Provide a "gatekeeper" and "gateway" role for direct access to the President’s time and office. Manage the President’s calendar, arrange meetings, and maintain constituent database, writing correspondence, providing context as needed to assist in discerning priorities among the many draws on his time.
* Leveraged broad business background and industry knowledge to engage with functional areas such as Legal, Finance, HR, Marketing, and IT.
* Ensured the timely communication and flow of information among leadership and key stakeholders for projects/initiatives.
* Contributed and oversaw the development of internal communications deliverables (including emails/voicemails, speaking notes, presentations, etc.)
* Offered insights into potential financial challenges and proposed solutions to address them.
* Collaborated with the Chief Financial Officer to ensure accuracy and completeness of financial data.
  + Keeping track of actual expenditures and revenues against the projected budget.
  + Identifying areas of overspending or underspending and providing recommendations for corrective actions.
* Acted as proxy for the President, working alongside executive staff on strategic projects; reviewing deliverables ahead of submission to the President to ensure quality.
* Acted as a liaison point between the President, the Leadership Team and other stakeholders when needed - communicated priorities to the leadership team.
* Optimized the President’s time by streamlining involvement in projects or decision-making processes.
* Ensured the President is prepared for upcoming meetings by ensuring all the necessary information is provided ahead of the event so that he can be productive and engaged.

**CITY SCHOOLS OF DECATUR,** Decatur, GA 03/20 - 01/22

**Executive Assistant and Board Liaison, Office of the Superintendent**

* Prepared communications to the Board as directed by the Superintendent and/or Board Chair.
* Participated as a member of the executive team and facilitated interdepartmental projects.
* Attended all Board of Education meetings, prepared agendas, and minutes.
* Worked closely with the Chief Financial Officer on Board and organizational requirements for various financing projects.
* Presented progress reports, spreadsheets, presentations, data, board documents, and other documents requested by the Superintendent.
* Monitored budget execution throughout the fiscal year and recommended adjustments as needed.
* Collaborated with the Chief Financial Officer and relevant departments to forecast and plan budgets for the school district.
* Strategized with the Executive Cabinet members to cultivate and manage the Superintendent’s relationships with key stakeholders, including schools, parents, community groups, principals, and teachers, as well as with external organizations, to build broad support for the Superintendent’s agenda and advance the Superintendent’s strategic priorities.
* Managed creation of landing pages and subsequent updates including planning, process and policy development, monitoring, metrics, and reporting.
* Served as the Board liaison with high-level administrative tasks, which include meeting logistics, agenda development, scheduling.

**AGNES SCOTT COLLEGE,** Decatur, GA 10/16 - 03/20

**Executive Assistant to the President**

* Developed and revised departmental policies, procedures, processes, and guidelines to satisfy organization requirements.
* Coordinated travel arrangements for the President including booking of travel, reimbursement of expenses and development of itineraries.
* Scheduled and provided logistical support for meetings of the Board and its committees. Generate agendas and other materials for meetings of the Board and its committees.
* Assisted the President in the development and preparation of presentations; monitored leave requests and other work-related documentation pertaining to the President’s direct reports.
* Budget management: performed budget-to-actual reports as needed to monitor expenses (~$1M budget).
* Prepared monthly department reports to include budget analysis to the Chief of Staff.
* Improved office efficiency by implementing color-coded filing systems and introducing additional time-saving measures.
* Enhanced communication between the accounting department and president’s office, fostering a sense of teamwork and collaboration which created a more streamlined and effective requisition approval process. Increasing approval time to less than 24 hours.

**GEORGIA INSTITUTE OF TECHNOLOGY, SCHELLER COLLEGE OF BUSINESS,** Atlanta, GA 08/15 - 10/16

**Executive Assistant to the Dean**

* Prepared and produced all written correspondence with internal and external constituents on the Dean's behalf.
* Planned and executed the Dean’s travel (domestic and international) and expenses.
* Built and maintained detailed confidential records and files, including but not limited to, offers of employment, faculty contracts, and sensitive written correspondence.
* Planned events while managing all project delivery elements, including budget, vendor contracting, scheduling and timeline and overall organization and communication.
* Organized board meetings and compiled meeting agendas/materials.
* Maintained a multidimensional complex calendar of events and created a highly effective organized filing system.
* Served as the point person for accreditation activity, including information gathering, coordination, communication, and reporting.

**CASE WESTERN RESERVE UNIVERSITY,** Cleveland, OH 01/12 – 09/15

**Executive Assistant to the Co-Deans, School of Law**

### **Senior Development Associate, School of Medicine**

* Prepared and produced all written correspondence with internal and external constituents on the Dean's behalf, follow-up on activities or communication as needed.
* Planned and executed the Deans travel (domestic and international) and expenses.
* Planned, coordinated, and supervised multiple events, including donor or constituent meetings and luncheons, family day, graduation receptions, among others.
* Managed various communications tools, including intranet communications, email communications.
* Coordinated all elements of Individual Giving special events, including arranging venues, menus, developing invitations and event materials, and managing seating and follow-up. Generate creative ideas for event content (e.g., themes, speakers, gala honorees).

**HNTB OHIO, Inc**., Cleveland, OH 08/08 – 09/11

### **Sr. Project Administrator**

* Communicated at all levels with business owners, stakeholders, subject matter expertise, super users on all matters related to project (project plan, risk analysis, scope, assumptions, gap analysis, gathering business requirements).
* Engaged in ongoing process improvement to enhance project budget forecasting and management.
* Assisted in preparing prime and sub consultant agreements and development/review of compensation (and payment) clauses, salary rates, and determining proper overhead rates.
* Assisted in the management of Fixed Fee, Time & Materials, and Cost Plus Fixed Fee contracts.
* Provided timely and proactive reporting on issues affecting cash management and project performance and coordinated with Office Business Manager on complex issues related to meeting performance standards that impact earnings and cash.
* Participated in project meetings to provide insights on budgetary considerations and financial feasibility.
* Collaborated with project managers to ensure that project plans were aligned with approved budgets.

**ROCKWELL AUTOMATION, INC.,** Cleveland, OH 05/01 – 08/08

### **Sr. Project Administrator**

* Coordinated project management activities and resources with the project manager.
* Assisted with setting project milestones, timelines, and budget.
* Liaised with stakeholders to identify and define requirements, scope, and objectives.
* Anticipated potential budgetary risks and developed contingency plans.
* Created and maintained project documentation, plans, and progress reports.
* Managed internal and external contractors and staff throughout the project life cycle.
* Surpassed client expectations through effective processes as well as decreased management workload.
* Supervised the day-to-day operations of the project administrator’s department and staff members.

**VOLUNTEER EXPERIENCE**

**UFA NORCROSS U16G SOCCER,** Norcross, GA 03/16 - 08/19

**Coach**

**GIRL SCOUTS OF NORTHEAST OHIO**, Cleveland, OH 09/11 – 12/11

### **Product Sales Coordinator**

* Recruited, trained, and supervised volunteers and maintained a volunteer structure to support the sales.
* Formulated and monitored the product sales budget and conducted money collection processes within the Regional Service Center area.

## **COMPUTER EXPERIENCE**

* Advanced computer knowledge in MS Office 365, familiar with Azure, DropBox, Google Suite, Primavera, Adobe Acrobat Pro, Smartsheets, PeopleSoft, iCloud, Calendly, Asana, Doodle, GoToMeeting, Localist, Zoom, WebEx, Salesforce, SharePoint, Raiser's Edge, Frontline, Smore, Infinite Campus, Vendor Management, Kronos, Concur, Blackboard. Familiar with various ERP software solutions (SAP, IFS Manufacturing, NetSuites), Tableau, SQL, Teams, Web Invoicing, Canva, Simblie/eBOARD, Banner.

**EDUCATION & PROFESSIONAL TRAINING**

* Bachelor of Science in Applied Management, Ohio University, Athens, OH
* Associate of Arts, Cuyahoga Community College, Cleveland, OH
* Notary Public Certification, Georgia, National Notary Association, 2025