KATAVIA FEMSTER

Strategy & Operations Manager · PMO Governance · Process Improvement

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SUMMARY

Operations and program leader with 6+ years of experience translating growth targets into execution plans, operating cadences, and cross-functional milestones. At Asurion, ran global Total Rewards programs for 10,000+ employees across 5 countries on a $3M budget, governing delivery through steering committees, risk escalation, and decision logs. Since then, has built the operating infrastructure behind two growth stories: AI-enabled workflows and SOPs that drove $180K+ in bookings and a 30% lift in monthly volume, and the KPI dashboards and pipeline tracking behind a museum portfolio serving 1,300 students a year. Data-driven problem solver who uses Looker, Power BI, and AI tools to build visibility and drive decisions. Six Sigma Green Belt.

EXPERIENCE

Program Manager | Tuskegee Airmen National Historical Museum | Detroit, MI / Remote

May 2026 – Present

- Translated a CEO-level growth target ($260K a year, 22 to 27+ partner schools) into a sequenced plan with pipeline stages, KPIs, and execution milestones, presented to leadership through an executive pitch deck.
- Built the KPI dashboard and partnership pipeline tracker that serve as the central source of truth for program volume, capacity, and outcomes across 27 partner schools and 1,300 students a year.
- Run day-to-day operations for a multi-program portfolio, setting the operating cadence and resolving constraints across partners, instructors, volunteers, and leadership.
- Replaced ad hoc delivery with AI-assisted SOPs, templates, and a student progress reporting framework, grounded in Six Sigma (DMAIC) methods.
- Grew enrollment 30%, supporting $140K+ in annual gross revenue, up 8% year over year.

Founder & Operations Lead | Kraved Spaces LLC | Austin, TX

Feb 2024 – Jan 2026

- Built the operating model for a scaling business: intake workflows, SOPs, and service standards that cut repeat client issues 63% and lifted monthly bookings 30% within 8 months.
- Led a cross-functional system rollout (HoneyBook CRM, Zapier automation, AI tools) that redesigned the inquiry-to-booking pipeline and contributed to $180K+ in bookings over two years.
- Managed scope, timelines, budgets, and contracts across 29 vendor partners, delivering 65+ multi-stakeholder engagements, 85% on time and within budget.
- Led and developed a team of 11, setting expectations, coaching on new processes, and holding the team to service and quality standards (5.0 Google rating).

Program Manager, Compensation & Benefits | Asurion | Remote

Jun 2021 – Jun 2024

- Translated VP and SVP priorities into implementation roadmaps aligning people, process, and technology for 10,000+ employees across 5 countries, managing a $3M benefits budget.
- Ran PMO-style governance (status reporting, steering committee updates, dependency tracking, and decision logs) that kept multi-country delivery on schedule.
- Defined risk thresholds and escalation paths, identifying implementation risks early and driving resolution before they affected delivery.
- Embedded KPIs and feedback loops into planning cycles, contributing to an 18% year-over-year rise in employee satisfaction.

Chief of Staff, Culture & Engagement | Asurion | Nashville, TN

Jun 2020 – Sep 2021

- Led a team of 6 and owned execution cadences for 5–7 concurrent leadership initiatives.
- Built tracking systems, dashboards, and decision logs that gave senior leadership a single view of progress and trade-offs.
- Drove cross-functional alignment for an enterprise culture and engagement rollout, engaging 80+ employees through communication and adoption plans.

SKILLS & TOOLS

Strategy & Execution: Growth and Ramp Planning, PMO Governance, Execution Cadences, Cross-Functional Alignment, Risk & Contingency Planning, Executive Communication

Operations & Process: System Rollouts, SOPs & Standard Work, Process Improvement (Six Sigma, DMAIC), Capacity & Workflow Design, Vendor Management

Data & Visibility: KPI Frameworks, Dashboards, Looker, Power BI, Data-Informed Decision Making

AI & Automation: Claude, Microsoft Copilot, Perplexity, Zapier, Lovable

Platforms: Jira, Asana, Monday.com, Confluence, ServiceNow, Google Workspace, Microsoft 365

:EDUCATION & CERTIFICATIONS

Six Sigma Green Belt · ITU Online · 2018

Coursework in Business Administration (Management) · Oakland University