

REBEKAH KRAHE

Lakeland, Florida

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Mission Driven Leader

[Project Delivery](#) | [Strategic Operations](#) | [Change Management](#) | [Client Relations](#) | [Process Improvement](#)

Highly motivated **Manager** with 15+ years of experience in leading continual improvements through strategy development, team leadership, relationship management, and win-win solutions for all stakeholders. Leads cross-functional collaborations with all levels of the organization with effectiveness and engagement. Oversees execution of project lifecycles, utilizing collaborative planning, forecasting, and content improvement. Innovative thinker driving significant program improvements, client retention rates, cost control and savings, budget management, and reporting. Consistently delivers high quality projects resulting in increased productivity, customer satisfaction, and effective strategies. Proven track record for establishing baselines, customizing project plans, tracking milestones, and improving project completion and quality. Ability to facilitate significant change to programs and overall project execution through operational excellence, training and development, product management, and on-time delivery.

PROFESSIONAL EXPERIENCE

All Saints Academy | Winter Haven, FL

July 2016 – Present

Lead Instructor

July 2019 – Present

- Oversees, creates, tracks, and reports project plans for the training of 100+ clients across 3 courses
- Creates step-by-step project plans and digitized tools to engage clients with project curriculum
- Leads and manages the execution of multiple projects simultaneously, ensuring performance, quality, strategy, and timelines are achieved through effective communication and follow-through
- Develops detailed project plans to track project deliverables and document all actionable items
- Coordinates the completion of all client projects, while ensuring projects are within scope and on-time
- Strategically communicates with stakeholders as main point of contact throughout project lifecycles
- Spearheads a curriculum selection project for the department, reviewing samples, evaluating components, and presenting narrowed choices to team and leadership for final selection and adoption
- Oversees projects and related budgets for supplies, activities, and inventory needed for completion
- Functions as a leader for a team of 6, offering guidance with project content, schedules, meetings, task delegation, and training strategies to ensure all clients within the department achieve success
- Facilitates monthly meetings within the department to address project status, changes, and progress
- Participates in a Diversity Committee that spearheads equity and justice initiatives in the organization
- Contributes to a team focused on addressing employee concerns that build morale and engagement, and leads meetings with the executive team to present and advocate for new changes and solutions
- Streamlines a new education method within the program, training employees to implement properly
- Conducts performance gap analysis to assess current state, track performance, and meet deadlines
- Researches and presents new approaches and technology in learning and development applications
- Modifies project plans to best support the goals of the program while meeting clients' specific needs
- Creates reports for client files, compliance requirements, project progression, and customer satisfaction
- Partners with leadership in discussing goals, improvements, schedules, and culture improvements
- Contributes to interviewing, hiring, onboarding, and training new employees within the department
- Successfully transitioned the department's program through remote learning structures, digitizing all projects, content, and resources for remote and in-person work environments

Program Manager

July 2016 – June 2019

- Managed the daily operations and project management details for the admissions department, and successfully grew department from 3 to 30+ members within 3 years through training and recruitment
- Focused efforts on growing a larger client base for the organization by streamlining stronger training for team members, representation at events, and education opportunities for prospective clientele
- Oversaw team's facility tours, customer interactions, and overall program representation, resulting in steady improvements to enrollment rates by driving better follow-up, tracking, and communication
- Streamlined processes, system implementations, and data tracking tools to improve workflow by 25%

- Coordinated international and domestic client enrollment, partnering with government agencies and international recruiting firms to identify prospects and obtain necessary documentation for attendance
- Traveled to China to assist in client recruitment efforts while developing relationships and demonstrating program tools to encourage enrollment and showcase potential within the program

First United Methodist Church | Lakeland, FL

July 2009 – July 2016

Program Manager

- Designed, scaled, and implemented training plans, projects, and content for a portfolio of 100 clients within an afterschool and summer program for 13 levels of at-risk clients within the local community
- Created detailed project plans to track project deliverables and document all actionable items
- Developed various programming areas and trained a team of 25+ employees on program executions
- Managed the program's budget for supplies, activities, and inventory necessary for project completion while initiating cost controls through process improvements that led to a 10% reduction in expenses
- Collaborated with department teams on strategic plans, project status, data, and process improvements
- Planned and coordinated 2-3 events per week for all clients, organizing logistics, meals, and budgets
- Utilized project management methodologies to coordinate all resources, schedules, and details for clients to receive and complete projects and activities focused on various content areas
- Documented and analyzed data sets on the performance and progression of each client's activity
- Partnered with county-wide programs for philanthropic impact projects to feed the community's children

ADDITIONAL EXPERIENCE

Krahe Editing Services | Lakeland, FL

August 2015 – Present

Content Writer / Editor (Freelance)

- Writes, reviews, and edits ad hoc projects for books, websites, blogs, articles, and emails according to client's project specifications, requirements, and needs with over 100 projects completed successfully
- Collaborates with clients on project's progression to update and adjust pieces for stronger flow in text
- Researches relative topics and incorporates accurate data while considering multiple perspectives
- Manages workflow to ensure content is submitted on time and meets length and content requirements

EDUCATION AND CERTIFICATIONS

Southeastern University | Lakeland, FL

Master of Education in Teaching and Learning

Florida Southern College | Lakeland, FL

Bachelor of Science in Psychology

Agile Foundations | LinkedIn Learning

Inbound Methodology Certified | HubSpot Academy

TECHNICAL PROFICIENCIES

Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, Teams) | Google Apps | Blackbaud
 Adobe Creative Suite | Dropbox | Zoom | iWork | Slack