

SUMMARY AND PROFILE

Organized and dependable professional successful at managing multiple priorities and achieving desired results with proven abilities to analyze situations and implement feasible strategies to achieve desired results.

Skills

Program Management
Critical Thinking

Change Management
Training

Root Cause Analysis
Collaboration

PROFESSIONAL EXPERIENCE

Western Governors University

Lead Evaluation Faculty

03/2023 - present

- ✓ Subject matter expert responsible for quality and performance of Change Management and Business Management courses and supporting Ethics and Values-Based Leadership courses through data analytics, collaboration with faculty, and the development and training using Canva, Kahoot!, and Microsoft Suite tools.
- ✓ Provides individual and group feedback and training to over 30 evaluation faculty based on individual, team, and course data analysis.
- ✓ Using ServiceNow, PowerBI, and Tableau, conducts root cause analysis, interprets data, analyzes trends, and communicates findings to faculty and leadership aligned with course, project, and program outcomes, resulting in improved faculty and course performance.
- ✓ Course development subject matter expert: Empathy and Inclusive Collaboration, UX Design: Empathize, Define, Ideate, and Navigating Complex Problems – contributed to the development of resources and assessments, validated accuracy of resources and effectiveness of assessments

Senior Evaluation Faculty-Undergraduate Business

04/2022 - 03/2023

- ✓ General Business subject matter expert responsible for crafting robust personalized feedback to student assignments through a complex analysis of student work aligned with the rubric learning objectives.
- ✓ Co-led culture and student feedback projects for employee groups consisting of 100+ employees and 30+ employees, increasing participation in both projects through active engagement via online platforms, coordinating events, and developing program-relevant training.

Evaluation Faculty

11/2020 - 04/2022

- ✓ Provided helpful, accurate, timely, and fair feedback to students.
- ✓ Assisted in training new team members.
- ✓ Acted as subject matter expert on team and for projects across the department for general business, emotional and cultural intelligence, change management, and project management courses.

Program Faculty-Graduate Business

04/2012 to 11/2020

- ✓ Provided direct, comprehensive, personalized support, coaching, and guidance to 60-100 students based on student needs and university policy.
- ✓ Coached students in applying leadership and management program concepts and competencies to professional environments.
- ✓ Facilitated student learning and outcomes through innovative values-focused coaching and mentoring practices.

The American Genius

Editorialist

4/2022 - Present

- ✓ Contributing editorialist, writing on topics including change management, leadership, and business trends: <https://theamericangenius.com/author/kaelin/>

Okinawa Leadership Seminar

Vice President/ Director of Curriculum

6/2022 to 6/2023

- ✓ Worked within budgetary and regulatory constraints to execute all project and program details related to the organization's free 20bi-annual three-day leadership seminar for 50 attendees, including developing programming, choosing topics, sourcing over 15 SMEs to present, securing a facility and food vendor, and registration logistics while keeping the event free for participants
- ✓ Developed ongoing leadership programming to support monthly continuing education events, including securing event locations, sourcing SMEs, evaluating feedback to ensure content relevance, and keeping events free for participants
- ✓ Recruited and managed Seminar Program Manager, Operations Manager, Facilitator Team Lead, Facilitator Team of 16, Volunteer Team of 25, and 20+ SMEs
- ✓ Prioritized diversity, equity, and inclusion in content, presenters, and attendees

Small-Group Facilitator Trainer

10/2021 to 06/2022

- ✓ Recruited facilitators, developed content-focused training content, and delivered training to 16 small group facilitators to prepare individuals to guide small discussions during OLS's three-day leadership seminar.
- ✓ Organized facilitator groups with President and Vice President, developed and delivered values-based leadership, visualization, strengths-based leadership, seminar-specific content training, and the associated support documents that accounted for the diversity in stakeholder groups.

Director of Continuing Education

03/2021 to 6/2023

- ✓ Collaborated with board members and subject matter experts to develop an ongoing leadership education program to deliver leadership-focused content to the military spouse community in Okinawa, Japan, with a focus on diversity, equity, and inclusion related to content and reach.
- ✓ Recruited volunteers and subject matter experts to present content and facilitate discussions

Small-Group Facilitator

01/2021 to 06/2022

Young Professionals for the Cure, Komen Austin

Education and Outreach Chair

11/2011 - 03/2013

- ✓ Supervised and organized 20 committee members to deliver two program-related educational workshops to raise breast cancer awareness among 20-40-year-olds in the Austin area and coordinated with executives and committee chairs to incorporate breast cancer education into all events.

Dine Out for the Cure Chair

12/2010 - 12/2011

- ✓ Supervised and organized 12 team members to successfully execute project goals of hosting a single-day multi-venue event across a three-county area, including SOP documents, securing contract signatures, and creating social media content. Secured participation from 22 restaurants for the event and raised over \$5,000.

University of Phoenix, Austin Campus

Student Support Specialist

03/2009 - 03/2012

- ✓ As part of the beta team responsible for establishing the role, in collaboration with management and team members, created a student communication strategy that increased new student retention by over 50%, created and delivered training for staff to explain the role, and trained individuals new to the position.

Enrollment Advisor

12/2006 - 02/2009

- ✓ Guided students through the enrollment process. Met enrollment goals and exceeded student retention expectations.

EDUCATION AND OTHERS

Capella University - GPA 4.0

Doctor of Education: Performance Improvement Leadership - 12/23

- ✓ Change Management, Project Management, Performance Improvement, Program Management, Qualitative Data Analysis.

- ✓ Implemented a comprehensive action research intervention strategy focused on addressing root causes of engagement and attendance issues with a nonprofit that resulted in a 100% increase in social media engagement, a 40% increase in continuing education event attendance, and an engaged community of practice focused on leadership and personal development within a diverse population through authentic belonging resulting in improved organizational performance.

University of Phoenix – Austin, TX

MBA

University of Tulsa

Bachelor of Arts: Political Science

Certifications

- ✓ Google UX Design: Empathize, Define, and Ideate
- ✓ Organizational Leadership in Diversity, Equity, & Inclusion – Rice University/Coursera
- ✓ Prosci Change Management Practitioner
- ✓ Human Research via CITI
- ✓ The 7 Habits of Highly Effective People

Awards And Recognition

- ✓ President's Volunteer Service Award 2022, 2023
- ✓ Artillery Order of Molly Pitcher

Presentations

- ✓ **Western Governors University – OM for Wellness Employee Resource Group 05/24**
 - Empathy, Inclusion, and Wellness in the Workplace
- ✓ **National Military Spouse Network 01/24**
 - Navigating and adapting professionally as a military spouse:
<https://www.nationalmilitaryspousenetwork.org/public/Kaelin-Peterson.cfm>
- ✓ **Texas A&M University System Military-Affiliated Student Symposium 10/23**
 - Semper Studying: The Importance of Asynchronous and Engaging
<https://www.tamus.edu/veterans/symposium/>
- ✓ **National Military Spouse Network Virtual Military Spouse Career Summit 10/23**
 - Beyond Blooming Where You're Planted: Leading from Anywhere:
<https://events.zoom.us/j/9dajf2p7dMPLjY8dWcDmxxNQ-1wZ7jYlPgRAC-dj9DW2vWNJunnhw>
- ✓ **Okinawa Leadership Seminar 01/21 - 11/23**
 - Values-Based Leadership
 - Self Leadership and Vision Statements
 - Goal Visualization and Achievement
 - Change Management – The Impact of Community and Communication Strategies on Attendance at Continuing Education Events
 -