

Angela Cleveland, PMP, CSM, M.S.Ed., M.Ed., MA

✓ Project Management, Agile, Scrum ✓ Foster High-Performing Teams ✓ Government Contracting ✓ Operations
✓ International Development ✓ MEL ✓ Risk Management ✓ EdTech/Education ✓ Author ✓ Public speaking and Training



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Zemitek, MD, remote

August 2024 - Present

Senior Program Manager, Education Support Initiative 2 (USAID Institutional Contractor)

- Lead recruitment, hiring, and retention efforts, ensuring diversity, equity, and inclusion principles are integrated into all staffing decisions.
- Serve as the key liaison between ZemiTek and USAID, fostering a collaborative team culture and ensuring regular updates on policies and staffing requirements.
- Provide professional development guidance, including coaching on goal setting, performance management, and career growth.
- Collaborate with finance teams to monitor and analyze project labor costs and invoice submissions, ensuring fiscal responsibility.
- Deliver monthly updates on pipeline forecasts, actuals, and key performance metrics to senior leadership, driving informed decision-making.

Vistant - MD, Remote (40-hour/week job)

June 2022 - August 2024

Operations Manager, Providing Development Expertise & Technical Skills (PDEX) (October 2023 - Present)

- Manage a \$95M contract, ensuring clear role definitions, goal alignment, and timely execution of tasks with strict adherence to quality standards
- Oversee the full performance management cycle, including initiating performance appraisals, providing constructive feedback, and supervising documentation for goal-setting, quarterly check-ins, and annual reviews. Additionally, managed and developed Performance Improvement Plans (PIPs)
- Spearhead recruitment by reviewing job openings, screening resumes, and conducting interviews to confirm candidate alignment with role requirements, while maintaining compensation equity before job offers
- Created a dashboard to convert candidate experience and education into scores, aiding in fair salary comparisons and job requirement alignment
- Foster positive relations by proactively identifying addressing potential issues, facilitating conflict resolution, and organizing regular check-ins and community-building activities to maintain a positive work environment
- Lead onboarding and refresher training sessions, addressing common challenges and ensuring staff are well-informed about accessible company benefits
- Support employee wellness and safety by providing access to wellness programs and benefits, assisting employees during unexpected crises, and ensuring all government-furnished equipment and personally identifiable information (PII) remain secure, especially during potential security incidents or breaches
- Maintain and analyze HR metrics to guide strategic decision-making and regularly report Monitoring, Evaluation, and Learning (MEL) data to measure success and drive improvements
- Develop and update HR policies, ensuring effective communication through emails, check-ins, and video tutorials
- Maintain compliance with labor laws and manage essential records and documentation, considering legal nuances related to employees' state of residency
- Oversee and verify timecards for accuracy and compliance with corporate guidelines and fiscal policies

Innovative Design Community Manager (June 2022 - October 2023)

- Drove project execution from initiation to completion, utilizing PMO standard methodologies, tools, and processes to ensure efficient scheduling, task management, issue resolution, and risk mitigation.
- Established and managed strategic partnerships with key federal agencies, including USAID and BHA, as well as regional subcontractors, enhancing collaboration and project outcomes.
- Spearheaded the design and implementation of international development programs, managing a budget of \$30M to achieve targeted goals efficiently.

- Defined and enforced contract requirements, ensuring that contractors deliver high-quality goods and services on time, aligning with project objectives.
- Led safety initiatives, coordinating and overseeing third-party inspections to guarantee that infrastructure projects comply with all relevant safety standards and regulations.
- 🏆 **Tier 5 level of Recognition for Outstanding Achievement** - Sept 2023 from Vistant

University of Colorado, Boulder College of Engineering & Applied Science (remote) July 2017 - June 2022

Program Director, [Counselors for Computing](#) program at National Center for Women & IT ([NCWIT](#)) (40-hour/week job)

- Manage the comprehensive performance management process for both consultants and full-time staff, encompassing the initiation of performance appraisals, delivery of constructive feedback, and oversight of documentation for goal setting, quarterly check-ins, and annual reviews. Additionally, develop and administer Performance Improvement Plans (PIPs)
- Led diversity initiatives to ensure fair treatment across all levels of the organization, implementing ongoing equity audits to address pay disparities and promote equity within the department
- Developed and managed project workflows, utilizing Wrike to orchestrate traditional, agile, and hybrid project management approaches for a nationwide portfolio of in-person, virtual, and hybrid projects, enhancing project success through rigorous internal and external evaluations
- Spearheaded high-level strategic program design in collaboration with organizational program directors, aligning cross-functional team efforts to achieve overarching organizational goals
- Conducted risk management assessments to forecast potential risks, minimize their impact, and recommend necessary adjustments to project scope, schedule, and costs, ensuring robust project execution
- Developed and implement detailed project roadmaps to guide program success, leveraging Operational Performance Assessments (OPAs) to refine strategies and outcomes for the National Center for Women & Information Technology (NCWIT)
- Cultivated strategic partnerships with key stakeholders in government, non-profit, and corporate sectors to enhance the participation and representation of underrepresented groups in computer science

New Jersey School Counselor Association ([NJSCA](#)) - NJ

July 2016 - August 2021

Web Developer and Technology Chair (*volunteer*; 10 hours/week)

- Managed contracts with major service providers like Squarespace and GoDaddy, optimizing tool efficacy and compliance with organizational needs.
- Spearheaded the development of a data-driven dashboard for awards program management, incorporating anonymized, aggregated evaluator feedback to streamline the award selection process.
- Led the design and coding of the NJSCA website, enhancing user experience through intuitive layout, engaging graphics, and clear messaging, while also maintaining rigorous update schedules to ensure content freshness and relevance.
- Directed the migration of the website from Drupal to Squarespace after conducting a comprehensive platform analysis, enhancing accessibility for non-technical users through customized permissions and simplified content management.
- Developed and presented detailed analytics reports on user engagement (click rates, site visits, user locations) for quarterly and annual executive board reviews, informing strategic decisions and website optimization efforts.

Hillsborough Township Public Schools (40-hour/week job)

September 2007 - June 2017

School Counselor, Anti-Bullying Specialist, Co-Chair of Suicide Presevention Committee (40-hour/week job)

- Led a comprehensive school counseling program, significantly increasing student attendance, reducing discipline referrals, and decreasing course failure rates through targeted equity-focused interventions and continuous program evaluation.
- Managed the implementation of the New Jersey Anti-Bullying Bill of Rights Act (*Jan 2011 - June 2017*)
 - Developed a comprehensive rollout plan following the enactment of the law in January 2011.
 - Managed all investigations of Harassment, Intimidation, and Bullying (HIB) at the intermediate school level, conducting comprehensive interviews, ensuring thorough inquiries, and adhering to state and district policies. Testified in hearings when findings were contested, emphasizing adherence to procedural integrity and legal standards.

- Directed the School Climate Committee, a multidisciplinary team of students, families, educators, administrators, and community leaders. Utilized behavior data and climate surveys to develop strategies that improved school atmosphere and student well-being.
- Co-chaired the Community Suicide Prevention Committee, collaborating with local religious leaders and community stakeholders to design and implement regular outreach programs and crisis intervention plans, enhancing support for students, staff, and families.
- Oversaw scheduling initiatives for students and staff, making critical decisions regarding hiring, staff reassignments, and changes in roles across the district, as well as managing classroom space utilization to optimize educational delivery.
- Compiled and submitted detailed quarterly and annual reports to the district and state, providing critical insights into program effectiveness, compliance with educational standards, and recommendations for future improvements.
- Employed data analytics to monitor and adapt to program trends, implementing proactive and equitable interventions that effectively improved student success rates and underscored a commitment to inclusive educational practices.
- Award: New Jersey State School Counselor of the Year 2017 award from NJSCA for exceptional contributions to the school counseling profession in New Jersey

Hanover Township Public Schools (40-hour/week job)

September 2002 - August 2007

School Counselor

- Managed the comprehensive scheduling systems for both students and staff, enhancing organizational efficiency and optimizing resource allocation throughout the school year.
- Spearheaded state reporting initiatives, ensuring meticulous documentation and adherence to state educational standards, thereby maintaining compliance and facilitating informed decision-making.
- Designed and implemented robust data management processes, utilizing advanced analytics to track educational outcomes and identify areas for strategic improvement.
- Led cross-functional teams in the evaluation and restructuring of school operational procedures, resulting in improved workflows and enhanced educational service delivery.
- Championed the development and integration of new educational programs and initiatives, aligning them with district goals and state educational mandates, and ensuring their successful rollout and sustainability.
- Conducted comprehensive reviews and updates of educational policies, collaborating with district administrators to ensure alignment with evolving educational standards and best practices.

YouthBuild Charter Schools, Philadelphia, PA

September 2001 - August 2002

Mental Health Services Provider (40-hour/week job)

- Managed a state contract to provide mental health services, ensuring compliance with state regulations and systematically documenting all activities to meet state requirements.
- Developed and implemented targeted interventions to enhance student attendance and engagement, contributing to their academic and personal success.
- Prepared and submitted regular reports to state agencies, providing insights into program effectiveness and student outcomes to facilitate continuous improvement and secure ongoing funding.
- Engaged with a variety of community stakeholders including juvenile detention centers, legal aid services, and food banks, coordinating support services to address diverse student needs and enhance community resources integration.
- Embraced YouthBuild's mission to empower high-risk youth by fostering an environment of love, support, and respect, ensuring students graduate ready for college and careers as leaders committed to positive change.

EDUCATION

- Certifications:
 - FAC-COR Level II Certification, November 2022
 - Project Management Professional (PMP) [PMI](#) February 2022
 - [Certified ScrumMaster® \(CSM®\)](#) April 2022
- Degrees:
 - **University of Pennsylvania**, M.S.Ed., Psychological Services; School Counseling Certificate
 - **Rider University**, MA, Organizational Leadership
 - **The College of New Jersey**, M.Ed., Instruction
 - **William Paterson University**, BA English, Educ.; Humanities Honors; Director of Guidance Cert.

PUBLICATIONS

- *Textbook Contributions*
 - [School Counseling Internship: Bridging a Gap Between Training and Practice](#), 2024
 - Chapter 10: The Effective Use of Technology in the Role of School Counselor
- *Tech and Computer Science Books*
 - [50+ Tech Tools for School Counselors: How to be More Engaging, Efficient, & Effective](#), 2019
 - [Coding Capers: Luci and the Missing Robot](#), 2019
- *Articles*
 - **USA Today** [Leading Women in STEM & the Role of Counselors](#)
 - **EDUTOPIA** [3 Surprising Skills Counselors Need](#)
 - **CSTA Voice** [Counselors Prepare Students for 21st Century Computational Thinking Skills](#)