

# Kyza A. Callwood, PhD

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## Chief of Staff / Chief Operating Officer / Vice President of Operations

Dynamic, enthusiastically performance driven and highly motivated professional with fifteen progressive years' of quality experience evaluating and offering solid solutions in operations, administrative, program and project management, financial, payroll administration, information technology and equity, people and diversity services. Bringing the best out of employees and further creating a win-win for organizational success is my exciting point. Eager to target applicable positions as a Chief Operations Officer, Chief Strategy Officer, Chief of Staff, Director of Human Resources, Director of Operations, or Vice President of Operations. **Proven expertise in:**

- Administrative and Business Operations
  - Program and Project Development
  - Quality Assurance
  - Information Technology
  - Performance Management & Metrics
  - Payroll Administration
  - Human Resources & Recruitment
  - Bookkeeping & Documentation
  - Financial Services
  - Research and Resource Development
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## EDUCATION, CREDENTIALS AND RESEARCH

**Doctor of Philosophy in Creative Leadership for Innovation & Change** (2022)

University of the Virgin Islands – St. Thomas, USVI

**Graduate Certificate in Education and Academic Leadership** (2022)

University of the Virgin Islands – St. Thomas, USVI

**Master of Public Administration** (2013)

University of the Virgin Islands – St. Thomas, USVI

**Bachelor of Arts in Business Administration – Magna Cum Laude** (2010)

University of the Virgin Islands – St. Thomas, USVI

**Associate of Arts in Business Management** (2009)

University of the Virgin Islands – St. Thomas, USVI

*NAFCU Certified Volunteer Program Expert* (2023)

*Business Etiquette Certified™* (2022) • *PC Hardware Professional™* (2021)

*Certified Project Officer (CPO) - Institute of Project Management* (2021)

*Six Sigma Green Belt in HR (GBHR)™* (2020)

*Six Sigma Yellow Belt Certification™* (2020)

*Certified Business Office Manager™* (2017)

*Certified Ethics Associate™* (2017) • *Project Management Essentials Certification™* (2017)

*Protecting Human Research Participants Certification* (2016)

*Lean Six Sigma White Belt Certification™* (2016) • *Lean Culture Certification™* (2016)

*Workstation Ergonomics Certification* (2015) • *Digital Literacy Certification* (2013)

*Integrated Public Alert & Warning System* (2011)

Callwood, K. A. (2022). *POSITIVE YOUTH DEVELOPMENT IN A COMMUNITY SETTING: A STUDY OF ONE YOUTH PROGRAM IN THE UNITED STATES VIRGIN ISLANDS* (dissertation).

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## **PROFESSIONAL EXPERIENCE**

Virgin Islands Bureau of Corrections – Government of the US Virgin Islands – St. Thomas, USVI

**Chief Strategy Officer/Acting Public Information Officer, 2/2021 to Present**

Collaborated closely with the Bureau's Director to devise, communicate, implement, and sustain corporate strategic initiatives, policies, and innovative practices across all divisions. Provided day-to-day supervision of the Management Information Systems division, Classification division, administrative support sections, key performance indicators, and communications. Identified proactive strategic opportunities and challenges, then collaborated with executive staff, managers, and front-line personnel to address them. Engaged stakeholders in the development and launch of new programs and initiatives aimed at advancing the department's most critical priorities, including outreach, community trust and transparency, operational excellence, and technology deployment. Oversaw the management of large-scale projects requiring coordination and communication across multiple departments, external agencies, and entities. Supported business planning activities, including participation in budget development, formulation of human resources strategies, management reporting, metrics development, and the design of processes and operating models. Performed other duties as assigned.

***Key Contributions:***

- Increased the Bureau's public relations and visibility efforts by 75% in six (6) months.
- Improved the Bureau's response to Information Technology concerns and needs for assistance.
- Improved the Bureau's response to budgetary/human resources timelines and submissions to the Office of Management and Budget, GVI Division of Personnel, Bert & Smith Co, etc.

Office of Congresswoman Stacey E. Plaskett – St. Thomas, USVI

**Federal Funding Liaison/Field Representative, 5/2017 to 2/2021**

Provided comprehensive executive support to Congresswoman Plaskett, the Chief of Staff, District Director, and Legislative Director, ensuring top-tier service delivery. Managed the planning and coordination of local congressional meetings and activities, including negotiations with vendors and correspondence with potential attendees. Collaborated extensively with senior management and stakeholders to define project objectives, scope, and deliverables. Monitored federal grant funding through various channels, including press releases, agency requests for information, research, and updates to Excel spreadsheets. Drafted grant support letters for submission to local agencies and private organizations. Stayed abreast of local legislative proceedings, government budget hearings, and committee meetings to gather relevant information and documentation. Assisted the Communication Team in crafting press releases, public remarks, commentary, and content for communication strategies. Performed other duties as assigned.

***Key Contributions:***

- Participated in additional planning for monthly district meetings with community stakeholders and government agencies.
- Increased district office visibility and constituent visits by 20% in one (1) month.

- Gathered important feedback needed to develop amendments on bills currently in the House Committee by spearheading outreach events involving the district's representative, along with local state leaders and auxiliary departments and agencies.

University of the Virgin Islands, St. Thomas, USVI

**Business Communication Adjunct Instructor, 1/2016 to Present**

Facilitated detailed group discussions on current events and research issues in business, while also developing and implementing course curricula to engage broader topics. Researched diverse business topics to develop in-depth case studies, while exercising proven adult learning principles (and "blended" learning approaches) focused on positive skills deployment. Incorporated the Blackboard academic platform to engage 50+ students online and face-to-face at any given time.

**Key Contributions:**

- Instructed a successful five-week accelerated Business Communication course (usually taught in 15 weeks) with 25+ participating students as well as a 15 week course.
- Provided students with an opportunity to receive two certifications in Lean Six Sigma and Project Management Essentials from the Management and Strategy Institute.
- Instructed a 15-week Intro to Business course and an 8-week Intro to Public Administration course (Online) which created a renewed sense of accomplishment for students beyond their imagination.

**Temp Building Coordinator / Scheduler, 1/2011 to 9/2011**

Oversaw the seamless day-to-day management of maintenance, environmental services, and security operations for a sophisticated three-story administration and conference center. Orchestrated building and grounds maintenance, strategically coordinating repairs to fortify ongoing construction endeavors. Facilitated effective interdepartmental communication to acquire crucial information for incident reports and maintenance requests. Implemented monthly audio/visual training sessions, providing expert technical support to elevate the standard for events and meetings. Performed other duties as assigned.

**Key Contributions:**

- Managed student ID card activation and deactivation processes for 1,000+ students.
- Coordinated campus-wide space allocation reporting for 20+ buildings and 100+ offices/classrooms.
- Maintained business collaborations with over 20 key vendors and contractors to optimize efficiency with all internal business units.

Department of Human Services (Government of the Virgin Islands) – St. Thomas, USVI

**Special Assistant to the Commissioner / Operations, 9/2016 to 1/2017**

Steered the department's emergency management and strategic objectives as the liaison between the Commissioner of DHS and Chief of Staff, concurrently overseeing daily activities of the Criminal Victims Compensation Commission (CVCC). Conducted comprehensive evaluations of business procedures to enhance efficiency aligned with departmental standards. Systematically assessed overall performance, compiling data and metrics to showcase impactful Key Performance Indicators (KPIs). Performed other duties as assigned.

***Key Contributions:***

- Secured 10 CVCC high-risk findings within 30 days and oversaw fiscal compliance and internal controls for a Victim Compensation Formula Grant equaling over \$668K.
- Achieved profitability—and lowered costs by 30%—for the Maintenance and Transportation Division in St. Thomas, St. John, and St. Croix via direct financial information reviews and operational budget adjustments.
- Reduced budgetary spending by 25% through the dedicated analysis and interpretation of KPI data and metrics across 43 departments.

Office of Management & Budget (Government of the Virgin Islands) – St. Thomas, USVI

**Federal Accounts Payable Specialist, 7/2015 to 9/2016**

Instrumental in managing calculations for transactions exceeding \$1 million in accounts payable and receivable, collaborating seamlessly with both the administrative and technical operations teams. Meticulously ensured compliance with federal, local, and state regulations by rigorously verifying account data, scrutinizing vendor statements and invoices, and meticulously compiling required product and service documentation. Implemented crucial updates for 2,400+ vendor accounts within the Munis system, adeptly addressing vendor payment inquiries and diligently investigating and resolving pricing discrepancies. Performed other duties as assigned.

***Key Contributions:***

- Managed full cycle accounts payable processing for 1,500 invoices monthly (averaging \$2.5M); similarly, managed payment processing for multiple suppliers and subcontractors yearly (averaging \$2M).
- Saved over \$50K in supplier overpayments by instituting thorough cross-checking of packing lists, receivers, and invoices.
- Calculated and verified accounts payable and receivable up to \$70K on a daily basis.
- Coordinated employee appreciation celebration, Christmas party and special assignments with the Deputy Director of Budget and Operations.

Diamonds International, St. Thomas, USVI

**Marketing Ambassador, 6/2013 to 6/2015**

Orchestrated DI's multifaceted responsibilities, seamlessly synchronizing marketing, sales, customer relations, and governmental/community affairs. Led the charge in directing comprehensive promotional strategies, safeguarding brand integrity, overseeing marketing collateral, and ensuring the efficacy of interior/exterior signage. Adeptly managed accounts payable/receivable for intricate expense ledgers, overseeing meticulous handling of supporting documentation and invoice processing for all payments. Additionally, provided invaluable support to the HR department in efficiently organizing a team of 15+ managers and overseeing the welfare of 200+ employees. Performed other duties as assigned.

***Key Contributions:***

- Boosted sales by 15% in a one-month period (eventually reaching a 65% boost) by leading the company's taxi marketing initiative with the St. Thomas Taxi Association, and multimedia outreach with TripAdvisor Facebook, Twitter, and Instagram.

- Achieved recognition as the largest jewelry retailer in the Caribbean by managing the allocation of a \$750K marketing budget for multimedia ad placements, including related contract negotiations and written content approvals.

Innovative Emergency Management (FEMA Project), St. Thomas, USVI

**Consultant / Meeting Facilitator**, 7/2011 to 4/2012

Leveraged top-tier consultation services for meticulous earthquake and tsunami disaster investigations, collaborating seamlessly with local and regional emergency divisions. Spearheaded comprehensive data reporting, demonstrating prowess in crafting sophisticated analysis spreadsheets. Functioned as the pivotal meeting facilitator and planner for the organization's stakeholders, contributing to the seamless preparation and distribution of meeting agendas, minutes, and evaluation forms. Held authority in approving all handouts, briefs, and product reviews, ensuring impeccable presentation content alignment with participating speakers and panelists. Performed other duties as assigned.

***Key Contributions:***

- Led emergency management discussions on earthquake and tsunami planning for over ten governmental agencies and local community stakeholders.
- Created a registration site to streamline all events and meetings, as well as self-developed templates and planning techniques to improve strategic department processes.

Legislature of the Virgin Islands, St. Thomas, USVI

**Community Outreach Coordinator**, 5/2007 to 12/2010

Maintained impeccable consistency in editorial style across diverse elements such as graphics, captions, images, videos, and text, culminating in the development of an expansive newsletter distribution. Crafted polished correspondences and memoranda for the Senator, fostering effective communication with constituents, lobbyists, municipalities, and media outlets. Spearheaded meticulous travel arrangements for management meetings and orchestrated compelling visual presentations for both local and national forums. Performed other duties as assigned.

***Key Contributions:***

- Raised the Senator's approval rating over 25% via local community relations projects, including collaborations with the "Students Promoting Awareness Responsibility Knowledge and Service" (SPARKS) youth program.
- Produced a quarterly print newsletter, weekly blog updates, and a Christmas calendar for distribution to over 10,000 subscribers.
- Documented and filed over \$100K in expense reports covering basic office administrative maintenance and general functions.