



SOPHIA BROWN

Certification Manager

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PROFESSIONAL SUMMARY

Strategic Certification Manager with 7 years of experience in optimizing certification frameworks and ensuring regulatory compliance. Proficient in leading teams to enhance operational workflows, streamline processes, and improve stakeholder engagement. Passionate about implementing innovative practices to drive continuous improvement and uphold the highest standards in certification operations.

WORK EXPERIENCE

Certification Manager

Jan / 2020-Ongoing

Quantum Solutions LLC

Phoenix, AZ

- Coordinated with external vendors to facilitate large-scale certification events, enhancing outreach and engagement.
- Conducted comprehensive needs assessments for certification programs, leading to a 50% reduction in exam turnaround time.
- Enhanced member experience by fostering collaboration among staff and stakeholders, resulting in improved service delivery.
- Established productive partnerships with vendors to optimize service offerings without increasing costs.
- Managed the certification lifecycle, ensuring adherence to best practices and regulatory standards.
- Analyzed metrics and presented findings to senior management, driving data-informed decisions.
- Oversaw marketing strategies for certification programs, achieving a 40% increase in registrations.

Certification Manager

Jan / 2018-Jan / 2020

Cactus Creek Solutions

Phoenix, AZ

- Maintained compliance checklists and coordinated meetings with state committees to ensure program integrity.
- Ensured credibility in certification processes for over 88,000 landowners across multiple states.
- Facilitated communication with volunteer committees to streamline audit processes and inspector training.
- Led preparation for third-party audits, achieving successful outcomes with minimal corrective actions.
- Provided guidance throughout the certification process to ensure inclusivity for minority-owned businesses.
- Developed local affiliate processes that served as a model for certification across regions.

EDUCATION

Master of Business Administration

Jan / 2016-Jan / 2018

University of Texas

Santa Monica, CA

Focused on management and organizational behavior, enhancing skills relevant to certification processes.

SKILLS

Project Management Skills

Process Improvement

Cross-functional Collaboration

Change Management

Audit Management

INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES



English



Arabic



Polish

ACHIEVEMENTS

Implemented a new certification tracking system, reducing processing time by 50%.

Increased certification pass rates by 30% through targeted training initiatives.