

# KEVIN LOCKWOOD

Arvada, CO – Open to Travel, Hybrid & On-site

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## ORGANIZATION & COMMUNITY TRANSFORMATION LEADER

Transforming highly difficult challenges into decidedly successful outcomes inclusive of systems, processes, and people. Building strong coalitions with focused resolution, inspired vision, clear strategic plans, and stakeholder engagement. Proven expertise and leadership backed by a globally diverse career in Program Management, Change Management, and Process Improvement.

Exceptional record of leading teams toward increased cohesiveness, effectiveness, and productivity. Passion for creating lasting organizational change through customer-centric thought leadership, diversity, inclusiveness, and social-emotional intelligence. Recognized for listening deeply and leading from the inside out; igniting untapped potential, shared goals, and inspiration.

## AREAS OF EXPERTISE

Non-Profit Program Management, Fundraising & Evaluation | Personal & Professional Coaching | Conflict Resolution | Stakeholder Engagement | Employee Communications | Leadership Training & Development | Strategic & Tactical Planning | Organizational Structure | Key Performance Metrics | Team Building | Talent Development | Diversity & Inclusiveness | Emotional-Intelligence

## BUSINESS ACUMEN

**SECTOR EXPERIENCE:** International Transformational Change Leader on programs as large as \$165M a year with 260 geographically dispersed personnel in Fortune 500, Small Business & Cottage Industries, Government, Military, and Non-Profit organizations

**INDUSTRY KNOWLEDGE:** Non-Profit Organizations, At-Risk Communities, Community Education, Medical Services, International Banking, Federal & Armed Forces Programs, Manufacturing, Resource Conservation, Customer Experience, Corporate Training

**CHANGE MANAGEMENT TOOLS:** Lean Six-Sigma Process Improvement, Business Process Reengineering, Prosci, Appreciative Inquiry, Current & Target State Process Mapping, Systems Engineering, Requirements & Scope Management, Agile Development, Risk Management, User Experience, Voice of the Customer, Failure Modes Effects Analysis, Root Cause Analysis, CMMI Level 5

## PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

### EnvoyPeace Business Coaching & Consulting

2007 | Present

**Founder & Principal Consultant:** Oversee day-to-day consulting and leadership coaching operations and provide services of change management, business transformations, process improvements, strategic & tactical planning, stakeholder management, user experience, customer centric focus, organizational structure, team building, conflict resolution, communication, and diversity.

**Western Union | Contract & Employee:** As change management consultant, and later Process Improvement Program Management Office Director, transformed regulatory relationships and established world-class operations across 50+ countries.

- Analysis of process variation and failure modes used to merge acquired processes, eliminate duplicate efforts, establish data quality, and key metrics, reduce costs and risks, and improve regulatory agency relations.
- Cross-functional stakeholder consensus established for standardized and special-case processes, and the statistical identification of issues and risks for suspicious activity reporting and subpoena response fulfillment.

**United Nations Habitat and Water Sanitation & Hygiene w/African Management Services Co. | 2 Grant Contracts:** Led efforts with cross-cultural boards to create program improvements and working solutions for developing countries.

- Implemented culturally suitable and highly effective educational materials for Interlocking Stabilized Soil Block construction, enabling use of hundreds of machines in storage, reducing time, corruption, costs, and pollution.
- Persistent efforts across international stakeholders established a developing country standard of Concrete Biosand Water Filters; providing clean water to communities and schools; reducing costs and disease.

**Mango Tree Educational Enterprises w/Private Sector Foundation | 3 Grant Contracts:** Implemented process maps, failure modes and effects analysis, monitoring and response plans, statistical cost estimates, and employee engagement models.

- Account management time cut nearly 40%, freeing up time for improved fiscal management and oversight.
- Eliminated errors of 25% in inventory and 10% in cost estimates, improving production, sales, and profitability.
- Teams now conduct energetic tactical and strategic planning with collaborative cross-functional leadership.

**Construction Consulting | 3 Contracts:** Focused improvements overcoming obstacles in cost estimates, contract wins, labor and materials tracking, customer and sub-contractor relations, corruption/theft, and building codes and inspections.

- “If there is a better way, he will find it - protecting my profit margins and going the extra mile to achieve a 5-star rating.”
- “He seems to have a knack for seeing the bigger picture and asking the right questions to run things efficiently; reducing time and materials, avoiding rework, improving workflow, and easing the frustration of challenging situations.”

**EnvoyPeace Personal Coaching & Development**

2016 | 2023

**Founder & Principal Coach:** Provided leading-edge coaching and workshops to open paths of social-emotional growth, fulfillment, creativity, innate genius, empowerment, compassion, communication and relating based on the latest neuroscience, behavioral and psychological research. Providing a focus on practice and process with an equal emphasis on individual direction and clarity.

- “An outstanding coach whose diverse methods help to explore the true essence of who you are. He combines spiritual wisdom, intuition and rational thought in ways that inspire . . . and help you be your authentic self.”
- “Working with Kevin Lockwood has changed my life. He has a complementary set of skills and strategies that model for me how to improve the management of my emotional nature and practice focus for functionality. He sees me ...”

**Non-Profit Director, Board Member & Consultant**

2007 | 2020

**Non-Profit Director:** 7 years of combined experience for three start-up organizations. Developed all organizational management, accounting, programs, evaluations, and grants structures; achieving non-profit status for two organizations in the United States.

- Created, delivered, and directed the delivery of leading-edge conflict resolution, communication, compassion, peace and diversity programs and workshops to tens of thousands in businesses, schools, and community groups.
- Responsible for program delivery involving over 40 contractors and volunteers for prisons in-person and virtually across 16 countries on 4 continents; including programs in Commerce City, Capitol Hill, Five Points, and Lakewood.
- Produced and led numerous fundraising educational/party events, grants, and marketing materials across the U.S.
- Children’s Global Peace Project in the first two years taught 514 classes to 18,000 teachers and children internationally.
- Journey Outreach with Inter-American Development Bank provided “Resilience Within” training for multiple Latin American non-profit organizations, creating a foundation of skills and best practices for at-risk populations.
- Four studies with over 5000 children in South Africa and Australia showed a 50% pass/fail improvement, reduced absenteeism, and social-emotional skills improvements.
- Prison and parole program studies in South Africa and the U.S. showed improved behavior and a reduction recidivism.

**Non-Profit Board Member:** 17 years of combined experience as a board member for three international and two U.S. organizations. Provided direction for leadership succession. Led efforts in Kenya and South Africa to create a structure for management, accounting, program evaluation, and reporting; achieving in-country non-profit status for both organizations.

**EDUCATION**

**MASTER OF ENGINEERING MANAGEMENT (MEM) DEGREE:** The George Washington University, Magna Cum Laude

**BACHELOR OF SCIENCE (BS) DEGREE:** Electrical Engineering | Clarkson University, With Distinction

**EXECUTIVE DEVELOPMENT PROGRAMS:** Inspired Leadership Specialization | Case Western Reserve University

**CERTIFICATIONS:** Non-Profit Management & Grant Writing | Lean Six Sigma Trainer & Black Belt | Program Management | Risk Management | Management Skills Trainer | Board Registered Psychotherapist | Visionary Leadership | Positive Intelligence

**ADDITIONAL CAREER HIGHLIGHTS****Northrop Grumman – Change Manager & Program Manager**

10-time Performance Excellence awardee during military, intelligence agency, and government contracting career

- **Six-Sigma Process Improvement Black Belt & Trainer:** Trained and mentored over 150 employees with a feedback rating of 96%. Achieved over \$8.5M in savings over five years while performing full and part-time on other contracts.
  - Led cross-functional team of 26 people through tiered management meetings, failure modes, and risk priority analysis, and process improvements to achieve a 140% mean-time-between-failure improvement of a 24x7 national program.
  - Facilitated hiring time reduction of 37% for external and 18% for internal candidates. Increased productivity of employees awaiting clearances by over 80%. Decreased hiring costs by 34%, and increased revenues by nearly 2%.
- **Program Manager, Technical Task Orders and Operations:** Led over 40 employees on seven sub-contracts for the strategic planning, development, testing, deployment, and enhancement of a nationally significant, secure hardware and software development program; including the technology used to capture 9-11 terrorists.
- **Program Manager, Operations & Maintenance:** Built and directed a cross-functional contractor/military team of 20 people in the test, evaluation, and start-up operations of a 24x7 nationally significant, secure system used to integrate complex real-time data from 26 agencies; resolving information breakdowns experienced during the 9-11 attacks.

**USAF HQ Air Combat Command & HQ Air Force Communications Command – Captain**

2-time Air Force Commendation Medal awardee during military career

- **Program Manager:** Financial and Technical Program Manager of \$165M in Combat Communications & Air Traffic Control Acquisitions programs. Saved \$35M by achieving stakeholder requirements consensus across multiple Air Force, Army, and Navy command units, and streamlining technical specifications for improved air request net procedures.
- **Team Chief:** Led elite Air Traffic Control & Landing Systems Test & Evaluation teams to resolve critical equipment and procedures safety issues. Re-engineered outdated and state-of-the-art equipment beyond specifications. Recognized as a Department of Defense expert, helping define international air traffic systems standards in place now for decades.