

JESSICA L. WILLIAMS

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PROFESSIONAL STATEMENT

I bring a diverse array of consulting services targeted to deliver compelling and sustainable solutions and navigate important decision-making processes. I am committed to engaging my clients in critical thinking and creative insights that enable proactive and pre-emptive strategies. My work is founded in my personal and professional values of awareness, equanimity, excellence, integrity, synergism, and truth.

WORK EXPERIENCE

See Appendix for specific project descriptions.

Collaborent, CEO & Founding Partner

Denver, Colorado

2013–Present

Jessica supports people in businesses and organizations to collaboratively engage in mutually beneficial negotiations and agreements, and to resolve related conflicts. She focuses on collaborative problem solving, consensus building, and accelerated decision-making processes in the areas of environmental and natural resource management, land use, public policy, and commercial ventures. Merging her dispute resolution experience and passion with her substantive business background and analytical approach, she support clients in pursuing more productive and effective decision-making processes as the means for solving tough problems. Jessica also provides mediation training and coaching.

Booz Allen Hamilton, Associate

Denver, Colorado

2006–Present

Jessica delivers management consulting services to a diverse set of public and private sector clients to solve complex challenges and advance mission objectives. She has expertise in facilitation, business analysis, and project management. She has in-depth knowledge in the areas of commercial business, environment, facility and infrastructure management, land use, transportation, public policy, and public-private partnerships. Jessica leads teams of people, participates in mentoring, and supports business development efforts.

Facilitation: Jessica has facilitated hundreds of meetings, decision-making processes, strategy sessions, and trainings for groups of 2 to 30 people at all organizational levels. She effectively navigates sensitive and high-pressure situations, quickly identifies key issues, and focuses participants on achieving objectives. Jessica balances competing interests, reconciles divergent viewpoints, and maintains a flexible and objective approach to enable productive dialogue and reach agreements.

Business Analysis: Jessica has extensive experience applying various business analyses (economic, financial, and market) and related applications of scenario planning, alternatives analysis, feasibility determination, and modeling to synthesize large amounts of data into useful information, to predict future states, to and inform decision making processes.

Project Management: Jessica has expertise in project management and successfully applies theoretical fundamentals to fluid practice. She considers all aspects of project management (time, cost, scope, procurement, integration, human resources, quality, communications, and risk management) to meet the needs of each unique project. Jessica has served as project manager on dozens of projects with teams of between 2 and 14 people, budgets of up to \$1 million, and timeframes of 3 months to 5 years. She has a proven track record of successfully executing projects on time and on budget.

University of Denver, Graduate Assistant

Denver, Colorado

2004-2006

Jessica was a Graduate Assistant in the Department of Business Ethics & Legal Studies, where she served as the lead member of a 12 person team responsible for launching an exciting speakers' series, *Voices of Experience*, bringing business leaders such as Jack Welch to audiences of more than 500 people to discuss and debate current issues in leadership. In this role, she chaired meetings, directed public relations efforts, spoke publicly, implemented project management, managed budgets, and participated in fundraising of more than \$100 thousand.

Gregorio, Haldemen, Piazza, Rotman & Matityahu, Co-Mediator & Case Manager

San Francisco, California

2002-2004

Jessica worked in a top commercial mediation firm specializing in the mediated resolution of complex, high stake legal conflicts including intellectual property, anti-trust, securities, construction, employment, contract, class actions, environmental, entertainment, insurance, malpractice, and international civil disputes. Jessica facilitated the successful settlement of many complex commercial disputes resulting in six-figure settlements by negotiating the terms under which parties agreed to participate in settlement negotiations and assisting those parties to engage in mediated settlement negotiations. Clientele included high profile leading national and multi-national companies and law firms.

EDUCATION

MBA, Daniels College of Business, University of Denver, Denver, CO 2006

- Earned dual concentrations in Values Based Leadership and Strategic Organizational Change
- Graduated Beta Gamma Sigma international honor society (highest honors for business school)

B.A. in Economics and Psychology, University of California at Los Angeles, Los Angeles, CA 2000

CERTIFICATIONS & RELEVANT EXPERIENCE

Certifications

- Project Management Professional (PMP), Project Management Institute (PMI) 2009
- Certificate in Conflict Resolution, Justice Institute of British Columbia, Vancouver, Canada 2002
(Comprehensive, multi-disciplinary training in interest-based alternative dispute resolution with an emphasis on mediation and negotiation; 232-hour competency-based program at post-secondary level with professional coaching by practicing negotiators, mediators, and arbitrators)

Community Involvement

- Denver Metro Chamber of Commerce committee member 2010-Present
- Emcee, Better Business Bureau, Denver, CO 2006
- Mediator, City of Boulder, Boulder, CO 2004-2005
- Mediator and Trainer, Community Boards, San Francisco, CA 2002-2004

World Travel

- Including Africa, Australia, Central and South America, Europe, India, South East Asia Various

APPENDIX: Project Examples

FACILITATION: Jessica has significant facilitation experience of meetings, group discussions, decision-making processes, training and more.

Meetings & Work Groups

- Provided logistics planning, agenda development, facilitation, and documentation for hundreds of client meetings resulting in effective and efficient processes and advancement of objectives. (2007-Present)
- Provided facilitation of, and project management for, various National Park Service (NPS) work groups, including long range transportation planning, alternative transportation systems, federal real property reporting, IT capital planning, and cost estimating, resulting in knowledge sharing, increased productivity, and high levels of participant engagement. (2007-Present)
- Facilitated potentially contentious panel discussion between NPS park executives and private sector commercial visitor service provider executives, resulting in increased emotional intelligence and enjoyable exchanges where all parties gained valuable insights and strategies on how to work most effectively together. (2010)
- Planned and facilitated “war room” offsite for NPS capital planning efforts, resulting in enhanced team performance, cohesion, and morale, as well as developing high-quality reports that were delivered to the Office of Management and Budget (OMB) to meet critical federal reporting deadlines and gain approval of federal budget requests of \$10 million+. (2010-2011)
- Led the Denver Booz Allen Hamilton (Booz Allen) Workforce Leadership Council, leading team meetings, organizing events, recruiting, planning transitions, and presenting staff involvement strategies to national chapter with an audience of 200 participants. (2009-2010)
- Facilitated engaging Booz Allen team “All Hands” meetings for 30 business professionals. (2009)

Decision-Making Processes

- Presented to Booz Allen leadership and facilitated discussions on healthcare and commercial market opportunities, enabling accelerated decision-making for firm resource investments. (2011-Present)
- Led Booz Allen opportunity assessment discussions to make bid/no-bid decisions resulting in business strategy development and yielding a favorable financial return to the firm. (2010-Present)
- Facilitated various decision-making processes on U.S. Department of the Interior (DOI) visitor services, capital investments, planning, and infrastructure management strategies resulting in profitable commercial endeavors, successful federal reporting, and securing federal funding. (2006-Present)
- Performed hundreds of stakeholder interviews for research, data gathering, fact-finding, and stakeholder involvement processes for various projects with the NPS, U.S. Department of Veteran Affairs (VA), and oil & gas industry leaders. Results included recommendations for services and facility uses that were followed and data findings that were reported to the public. (2006-Present)
- Facilitated policy evaluation processes for NPS Alternative Transportation Systems and related DOI transportation policy, resulting in policy recommendations. (2013)
- Provided leadership and management, including visioning, strategy sessions, status meetings, performance feedback, and coaching for teams of people. (2010-2011)
- Provided data analysis and pro forma modeling, along with executive briefings to the NPS leadership, on facility asset management budget requirements and OMB submissions, resulting in securing management approvals and budget requests. (2009-2011)

Training & Mentorships

- Facilitated successful and lively executive training and training facilitation to groups of 30+ NPS park superintendents and division chiefs on commercial services management, applying expertise in executive coaching, adult learning, and group dynamics. (2010-2011)
- Led multiple Booz Allen trainings for staff and leadership on macroeconomics software, enterprise asset management, commercial business, and networking resulting in enhanced staff capability. (2008-Present)

- Trained NPS management on facility asset management principles and best practices in a “Transportation Facility Management 101” course resulting in better strategy decision-making. (2010)
- Planned agendas and facilitated discussions in 10+ long-term mentoring relationships, including engaging as mentor and mentee. (2006-Present)
- Launched and facilitated well-attended Booz Allen mentoring circle series, with participation at all levels of the organization. (2007-2008)

BUSINESS ANALYSIS: Jessica has performed various business and data analysis to inform high-level decision-making processes.

- Performed a cost benefit analysis for a VA facility re-use assessment to inform management decision-making regarding the future use of a 600 thousand square foot / 13 acre medical facility in Denver, Colorado. Analysis included financial, regulatory, environmental, transportation, demographic, community use, land use, facility, and constructability costs and benefits. (2014)
- Delivered pro forma financial analysis and modeling for 8 NPS alternative transportation systems to identify total cost of ownership and to complete breakeven analysis in order to project funding requirements and available revenue streams, as well as to assess policy implications and develop funding strategies. (2009-Present)
- Completed a federal funding requirements analysis for the NPS as part of federally mandated IT capital planning and investment activities, including developing and maintaining a complex, dynamic capital planning tool and related documents (i.e., project charter, acquisition plan, alternatives analysis, operational analysis, quality assurance plan, risk management plan, risk register). Findings provided justification for budget requests that were subsequently approved by the OMB. (2008-2014)
- Conducted two alternatives analysis for major DOI IT investments, quantitatively evaluating financial and non-financial costs and benefits associated with alternative IT solutions to achieve mission and business objectives. Results were used to inform and enable effective management decision-making. (2008-2014)
- Assessed market and financial analysis for myriad commercial visitor services and business operations within 12 national parks, including performing market, return on investment, internal rate of return, and net present value analysis to assess feasibility and developing fee recommendations. Recommendations were followed and reports were incorporated into public prospectus documents that resulted in business operations that supported both visitor access and critical resource protection objectives. (2006-2013)
- Supported socioeconomic impact analyses for three Environmental Impact Statements (supporting NEPA processes) for the DOI Bureau of Land Management, including researching and analyzing public involvement, demographic, social, cultural, economic, land use, and other data; assessing environmental justice considerations; and conducting a detailed analysis of the impacts to socioeconomics, businesses, communities, and visitor uses. Results were used to determine various land use alternatives. (2010-2011)
- Led economic feasibility analyses for the NPS, including prospective new commercial visitor services at Channel Islands National Park and commercial real estate leasing at Fort Vancouver National Historic Site. Efforts included conducting industry and stakeholder research, evaluating market and financial feasibility of proposed alternative uses, and developing an investment analysis and pro forma model to conduct scenario planning and financial feasibility forecasting, which supported management decision-making processes and park General Management Plan and Master Plan development. (2010-2011)
- Conducted a cost analysis for a U.S. Air Force Prompt Global Strike Analysis of Alternatives Cost Estimating Working Group to help determine the most cost-effective solution for a prompt missile attack by estimating lifecycle costs of planes, submarines, and intercontinental missiles, including incorporating cost risk, sensitivity, and cost-effectiveness analysis. (2007-2008)
- Supported economic impact analyses of the oil and gas industry in the States of Colorado and Wyoming, respectively, including estimating direct and downstream economic impacts of the oil and gas production, development, private mineral royalty payments, and extraction taxes and performing a complex economic input-output analysis. (2006-2008)

PROJECT MANAGEMENT: Jessica is an experienced project and program manager. Two highlighted accomplishments are below.

- Project Management for Software Upgrade: Jessica provided project management for an integrated client and consultant team supporting a major NPS software upgrade of an enterprise facility asset management software system with 36 interrelated systems and processes valued at \$10 million (annual funding requirements). Activities included developing and maintaining a project charter, project management plan, and budget; facilitating team and stakeholder meetings; developing service-wide communications; coordinating the development and distribution of user training; and completing project tracking and reporting activities. Jessica received an award of excellence from the NPS for project leadership of this effort. (2009-2010)
- Program Management: Jessica provided program management of a federal Indefinite Delivery/Indefinite Quantity (IDIQ) contract for business advisory services to the NPS Commercial Services Program, as well as providing project management and delivery for IDIQ task orders. She helped identify opportunities, wrote winning proposals, managed multiple contracts and budgets, reported to firm leadership, liaised and brainstormed with clients, assigned and managed teams, and performed project and contract closeout. Jessica received an award of excellence from Booz Allen for program leadership. (2009-2012)