

**Regina Foster – Serious**  
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## **SUMMARY**

Analytical mind with proficient technical skills in MS Excel, MS Word, MS PowerPoint and data management systems. Intermediate technical skills with SQL, HTML, CSS, and D3. Primary experience in business administration, strategic planning, customer service and document preparation. Operational efficiency achieved through time management, humble communication and variance analysis along with ensuring data quality of research for informed resource allocation and forecasting. My career objective is to be an instrument for company growth that brings integrity-based work performance, reliable intelligence and effective analysis for sound decision-making.

## **WORK EXPERIENCE**

### **Kuttin Ground Spirit, LLC (MWBE) Strategic Planner / Owner**

**Since May 2005  
USA and Belize**

Conduct program monitoring and evaluations (M&E) for small business incubation clients and non-profit community development grants. Achievements - \$7k, \$25k and \$100k grant awards.

Perform research, development, forecasting and business analysis for compiling operational, logistical and marketing plans. Achievements - Composed operational management plans, business models and capacity building training manuals for non-profit and for-profit small and medium sized businesses – 4 of 30 business plans received capital investments within 6 months of fund development.

Client industries included: Merchandising, Entertainment, Restaurants, Agriculture, Food Processing, Warehousing, Manufacturing, Tourism, Grassroots Organizations, and International Supply Chain Management.

### **Maximus Federal CQA – CSR**

**February 2020 to August 2020  
Kansas City, MO**

Call Center – responsible for answering inbound calls for completion of 2020 Census.  
SLA Achievements: Maintained 100% QA and 96% Adherence.

### **EXL Service Real-Time Analyst**

**September 2018 to November 2019  
Lee's Summit, MO**

Call Center - responsible for real-time and/or intraday management of resources to ensure the correct number of agents at the right times are in their seats to answer an accurately forecasted volume of incoming calls at the desired service level. MS Excel used daily for data analysis and streamlined performance reporting.

**EDUCATION**

**High School Diploma (3.8 G.P.A.)**

Van Horn Engineering and Technology

Independence, MO

**Business Administration**

Florida Metropolitan University

Lakeland, FL

**Global Supply Chain Management - Diploma**

Alison Courses

Online

**Fundamentals of Systems Design and Implementation – Certificate**

Alison Courses

Online