

## YOLANDA C. COX

*Dear Sir/Madam:*

*Please accept the following as an introduction in anticipation of providing a “snapshot” of my experience and ability. My various professional responsibilities have provided a rich and broad expertise in diverse business venues, cultures, disciplines and structuring, including leadership alignment, project management, event planning, change management, strategic planning and implementation, adaptability/flexibility, and creativity.*

*My professional experience includes working in private and public industry which has provided rich and broad insights in my professional career. Previous employment as a Firmwide Diversity & Inclusion Manager with a law firm entailed development and implementation of all diversity activities, and continuously increasing the pipeline for attorneys through women initiative events, affinity groups, planning diversity conferences, and being an overall source of information for the attorneys’ firmwide. Currently in the public sector as Communications Manger I successfully manage a Call Center, Record Retention, Mail Services and Reception Services.*

*I am seeking to expand my career with a farsighted and dynamic organization, such as yours that needs a results oriented individual with skills in strategic planning, team building, training, Strong leadership, managerial and project management skill set.*

*There is considerably more to discuss pertaining to my skills and accomplishments and I would enjoy exploring the possibilities with you.*

*Sincerely,*

*Yolanda C. Cox*

## **SUMMARY OF QUALIFICATIONS**

Proven experience diversity professional with 20+ years of managerial experience. I am a results-driven professional who ensures organizational effectiveness through proper alignment of people, processes, structure, and culture with business strategies. Proficient in creating solutions to challenges associated with workforce transformation, integration, leadership changes, employee alignment/engagement, and changes in business strategy to remain competitive.

## **DIVERSITY & INCLUSION EXPERIENCE**

- Successfully implemented diversity and inclusion initiatives firmwide across 14 offices domestic and international
- Forging cultural change and retain diverse talent while reinforcing the firm's external brand
- Instituted and developed structure and goals for five Affinity Groups
- Extensive diversity and inclusion experience in planning, directing and managing initiatives
- Budget development & management
- Collaboration and development with women's initiatives
- Recruitment and professional development
- Superior project management
- Present & development of training materials for diversity and inclusion training
- Strategic and analytical thinking skills
- Analyze data to make appropriate business recommendations and shape business strategy

## **PROFESSIONAL HISTORY**

### **Plainfield Municipal Utilities Authority – Plainfield, NJ**

#### COMMUNICATIONS & INSPECTIONS COMPLIANCE MANAGER: 2015 – 2022

- Direct all functions of the Call Center Department
- Direct Inspections & Compliance Department
- Manage and supervise (20+) employees
- Manage Record Retention System – Authority's appointed Records Custodian
- Manage the Mail Department and related services
- Successfully balance dual goals & expectations of the Authority internally and externally
- Manage project timelines from concept through implementation
- Develop project schedules with adherence to milestones
- Manage day-to-day deliverables
- Coordinate company events
- Provide direction and establish expectations for internal cross-functional teams
- Identify potential project risk/issues & propose solutions
- Handle complex sensitive issues and complaints in accordance with the Authority's policy & procedures as assign by the Executive Director

### **Edwards Wildman Palmer LLP – Madison, NJ**

#### DIVERSITY & INCLUSION MANAGER: 2007 – 2013

- Collaborated with the Chief Diversity Officer/Partner on all diversity initiatives for the firm.
- Implemented diversity and inclusion initiatives to influence cultural change and attract and retain diverse talent and developed a strong external brand
- Facilitated all diversity and inclusion initiatives and firmwide training across 14 offices
- Assurance and execution of interim goals and long-term diversity forecast
- Generated and maintained a \$500K diversity budget

- Developed and provided routine and non-routine research and analytical reports
- Strategized with client relations and marketing to endorse and market women and minority attorneys
- Served as lead project coordinator and liaison to interoffice departments, outside agencies and vendors, for internal and external event planning
- Produced literature for quarterly newsletter & content for diversity segment of the firm's intranet
- Served as firm ambassador for all diversity initiatives including public events, speaking engagements, conferences and forums
- Orchestrated logistics for diversity events firmwide – (14) offices

## **Plainfield Municipal Utilities Authority – Plainfield, NJ**

ADMINISTRATOR: 2005 – 2007

ADMINISTRATIVE SERVICES MANAGER: 2003 - 2005

GENERAL OFFICE MANAGER: 2000 - 2003

- Supervised company inventory with assets totaling \$5Million+; maintained vendor accounts and purchase orders
- Initiated systematic measures for contracts and procurement systems
- Developed policy, procedures, and quality assurance, for various executive divisions including Finance, Customer Care, Fleet Management, Field Operations, and Crisis Management
- Directed all Communications & Dispatch Center operations; established priority of information requests from field operations and other units
- Established workflow by delegating tasks & responsibilities, set competitive goals, and conducted informative developmental workshops to increase employee performance
- Managed administrative staff, prioritized, and reviewed staff assignments to ensure adequate operational support to primary executives and upper level management
- Planned, organized, and directed multi-organizational training activities.
- Directed occupational performance, administered employee evaluations, benchmarked employee development; addressed and resolved all personnel related issues
- Project Manager for company events

## **EDUCATION**

MASTERS OF ADMINISTRATIVE SCIENCE - FAIRLEIGH DICKINSON UNIVERSITY (4.0 GPA)

GLOBAL LEADERSHIP CERTIFICATION

ADMINISTRATIVE SCIENCE CERTIFICATION

Bachelors of Arts - MONTCLAIR STATE UNIVERSITY

Sociology

Certification Program - MIDDLESEX COUNTY COLLEGE

Fund Raising Management

A.A.S - UNION COUNTY COLLEGE

Office Technology / Secretarial Science

**TECHNICAL EXPERIENCE:** Microsoft Office Suite (Word, Excel, PowerPoint)

## **AFFILIATIONS**

Claremont Hills Homeowners Association – Board Member

New Horizon College Club - Board Member

Dress for Success Morris County – Volunteer Suit Drive Coordinator

YWCA of Central New Jersey - Board Member

National Forum for Public Administrators – President, Local New Jersey Chapter

National Forum for Public Administrators – National Conference Planning Committee Member

Association of Law Firm Diversity Professionals – Conference Planning Committee Member