

KIYA HOLMES

Effective Communicator

Birmingham, AL 35242

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Overview

Willing to Relocate

B.A. Graphic Design · Creative Writing Minor · Volunteer Coordination · Expense Reporting · Agile · Public Speaking · Event Planning · Type 60 wpm · Lean Six Sigma Green Belt · Google Suite · Concur · Scheduling · Microsoft Office · WebEx · Adobe Suite · Project Management · Domestic Relations Mediation 40-Hour · Domestic Violence in Mediation 14-hours

Highlights

- BBVA Volunteer Board Chapter Officer-Elect 2019 (Communications Coordinator). I created and distributed a weekly email containing local volunteer opportunities. I also maintained the Volunteer Chapter's Google Plus site and wrote our quarterly newsletter. We won Volunteer Chapter of the Year in 2019. I did not seek re-election for 2020
- I serve on the Junior Board of the Episcopal Place Foundation. I support the Foundation's Sponsorship and Event Promotion initiatives. Our annual Gumbo Gala fundraiser was held at Sloss Furnaces on May 4th, 2019. We raised more than \$66,000 for the continued support of Foundation programs and its affordable housing facility
- Recently accepted as a 2021-2022 ABA Dispute Resolution Fellow in the Marketing section. I have transitioned into my role as the newly appointed Vice Chair of Podcasting. I am not a law student, just a public policy enthusiast
- As a CASA Volunteer, I chose a case with five foster children because I knew I could handle the challenge. I support the Executive Director by visiting the children multiple times per month, maintaining current case files, creating individualized education plans, mentoring, and speaking directly to the Judge on behalf of the children during Court
- In 2013, I was selected as 1 of 100 Allstate Ambassadors to attend the annual Summit in Northbrook, IL. I served in this role from 2013-2015 managing 100+ volunteers and executing multiple Foundation initiatives including: Annual Giving, Domestic Violence, and Teen Safe Driving. In 2015, during my third and final term, I was selected as a member of the Summit Design Council where I personally supported the Executive Director. I helped create the agenda, locate guest speakers, book facilities, and coordinate the attendance of 100 Ambassadors from across the United States. I was also a Speaker for the topic Overcoming Obstacles

Authorized to work in the US for any employer

Work Experience

Strategist/Executive Assistant(Full-time)

BBVA - Birmingham, AL

November 2019 to Present

- Maintains a high-level of confidentiality.
- Acts as liaison for the SVP of Birmingham Retail Banking.
- Maintains SVP's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Routinely plan events, activities, and training for 170+ employees.
- Monitors compliance and attendance for SVP's 28 direct-employees.
- Takes memos, maintains files, organizes, photocopies, fax, and collates documents as needed.
- Collaborates with Executive leadership to ensure the success of business goals and initiatives.
- Oversees the daily operations of the District.
- Determines targets for the Birmingham Retail Banking division.
- Prepares strategies to make sure targets are achieved.
- Analyzes existing practices to identify which areas need improvement.
- Develops innovative methods.
- Budgets projects and forecasts costs.
- Monitor metrics to track productivity.
- Prepares reports by collecting and analyzing information.
- Oversees communications and branding in various online and print platforms.
- Issues performance reports to Executives.
- Streamlines reporting processes across the organization.
- Implements reporting processes that ensure regulatory compliance.
- Provides consistent and timely information to employees through various communications programs.
- Develops and maintains positive professional relationships with various members of the community.
- Assists Executive leadership in developing presentations, speeches, and other important messages.
- Conserves SVP's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information, initiating communication, and delegating when necessary,
- Maintains professional knowledge by attending seminars, networking, and participating in professional organizations.
- Oversees the development and maintenance of the Internal website including methods to deliver message, ease of navigation, and clarity of information; ensures that all content is current and relevant.
- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; and verifying receipt of supplies.
- Develops, composes, distributes, and implements policies to enhance the efficiency of the department and to further develop the building and maintaining of a positive corporate brand.

HR Administrative Coordinator II (Full-time)

BBVA - Birmingham, AL

October 2017 to November 2019

- I designed the Talent & Culture departmental internal Talent Acquisition website.
- Co-Presented Concur and Onboarding Best Practice trainings for new BBVA Managers.
- I supported the Candidates and Recruiters by acquiring and providing supporting court documentation to legal for Candidates with a Criminal History.
- Ensured the receipt of Background, Drug Screening, Fingerprint results, Credit History Analysis, and i-9 completion.
- Provided Administrative Support to five Recruiters across Birmingham, Dallas, & Houston by managing a bi-weekly portfolio of 65+ new hires.

- Analyzed & distributed the multi-state Orientation Roster containing approximately 150+ new hires to HR Business Partners and Facilitators bi-weekly.
- Redesigned the Orientation and Reporting processes for Recruiting Support.

Analyst (Full-time)

Allstate Insurance - Birmingham, AL

September 2010 to July 2017

- Investigated insurance claims filed by policyholders and third-parties.
- P&C Licensed
- Interviewed claimant and witnesses for pertinent information.
- Verified that coverage applies through an insurance policy.
- Evaluated damages to ascertain compensation amount.
- Consulted police and hospital records.
- Examined photographs and statements.
- Recorded data and statements in report.
- Negotiated with claimant to settle claim.
- Handled property claims involving damage to buildings and structures, or third-person property damage from liability situations, such as motor vehicle accidents.

Education

Master's in Business Administration

University of The People (Distance Learning) - Pasadena, CA

January 2021 to Present

Bachelor's in Graphic Design/Creative Writing

The University of Alabama - Tuscaloosa, AL

August 2011

Skills

- Branding
- Adobe Illustrator
- Creative Writing
- Talent Acquisition
- Google Suite
- Recruiting
- Microsoft Word
- Mediation
- Conflict Resolution
- Microsoft Powerpoint
- Excel
- Social Media Management
- Advocacy

- Scheduling
- Event Planning
- Agile Methodology
- Adobe InDesign
- Adobe Photoshop
- Microsoft Outlook
- Strategic Planning
- Project Planning
- Project Management
- Research
- Personal Assistant Experience
- Concur
- Public Speaking
- Editing
- Writing Skills
- Negotiation
- Communications
- Presentation Skills
- Web Design
- Layout Design
- Calendar Management
- Analysis Skills
- Salesforce
- Customer Service
- Google Docs
- Meeting Facilitation
- Meeting Planning
- Webex
- Adobe Acrobat
- Change Management
- Photography
- Program Management
- Continuous Improvement
- Documentation Review
- Data Collection
- Ariba
- iOS
- Mac OS
- Windows
- Android

- Typing
- Logistics
- Expense Management
- Document Management
- Events Management
- Twitter
- LinkedIn
- Facebook
- Trello
- Marketing
- Public Relations
- Six Sigma Green Belt
- Graphic Design
- Budgeting
- Project coordination
- Process improvement
- Management
- Root cause analysis
- Business management
- Project / program management
- Research & development
- Scrum
- Jira
- Lean
- Canva
- Adobe Creative Suite

Languages

- English - Expert

Awards

BBVA Creative Innovation & Excellence Award

December 2019

Certifications and Licenses

Lean & Design for Six Sigma (Green Belt) -Aveta Institute

June 2014 to Present

Conflict Resolutions Foundations - LinkedIn

July 2019 to Present

Negotiations Foundations - LinkedIn

July 2019 to Present

Domestic Relations Mediation 40-Hour

August 2020 to Present

Domestic Relations, General, Civil, Employment, and Appellate Mediation

Domestic Violence in Mediation 14-hours

September 2020 to Present

CAPM

In Progress

Assessments

Emotional Competence — Proficient

November 2020

Managing one's own emotions and understanding those of others

Full results: [Proficient](#)

Graphic Design — Highly Proficient

November 2020

Using graphic design techniques and producing visual media to communicate concepts

Full results: [Highly Proficient](#)

Attention to Detail — Highly Proficient

November 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Administrative Assistant/Receptionist — Highly Proficient

November 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Creating Presentations with Microsoft PowerPoint — Proficient

November 2020

Knowledge of Microsoft PowerPoint tools and features

Full results: [Proficient](#)

Working with MS Word Documents — Expert

November 2020

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Expert](#)

Spreadsheets with Microsoft Excel — Proficient

November 2020

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Supervisory Skills: Motivating & Assessing Employees — Highly Proficient

November 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Highly Proficient](#)

Supervisory Skills: Interpersonal Skills — Highly Proficient

November 2020

Fostering a collaborative environment and conducting difficult conversations

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Highly Proficient

November 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Working with MS Word Documents — Expert

November 2020

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Expert](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

December 2020

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

December 2020

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

Management fit — Proficient

December 2020

Measures the traits that are important for success in management positions

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

C.A.S.A of Jefferson County

August 2019 to Present

The Court Appointed Special Advocate Program (CASA), provides specialty trained community volunteers to conduct independent investigations, make recommendations monitor court orders, and advocate for necessary services for dependent children involved in neglect, or abuse cases in Family Court. I manage 4 siblings on my court docket.

Episcopal Place Foundation

January 2019 to Present

The mission of Episcopal Place Foundation is to provide low income seniors and disabled adults safe and affordable housing, and access to related services in a home-like environment. As a Junior Board member I assist with fundraising goals that support the overall mission.

American Bar Association

October 2020 to December 2022

I was accepted into the Dispute Resolution section of the American Bar Association as a Fellow and was appointed Vice-Chair of the Podcasting Committee.

Alpha Kappa Psi Fraternity Inc.

December 2007 to Present

Alpha Kappa Psi is a co-ed business fraternity recognized as the premier developer of principled business leaders who understand the importance of making decisions, and conducting business in a way that takes into account both legal and ethical considerations.

BBVA Volunteer Board

January 2019 to December 2019

BBVA Volunteer Board Chapter Officer-Elect. As Communications Coordinator, I created and distributed a weekly email containing local volunteer opportunities. I also maintained the Volunteer Chapter's Google Plus site and wrote our quarterly newsletter. We were awarded Volunteer Chapter of the Year in 2019. I was asked, but declined to seek re-election in 2020 in order to focus on other goals.