

Gloria Wesley, SHRM-CP, RESE, C.P.T.



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Statesboro, GA 30461

Air Force Veteran | Business Transformation Leader

Results-driven leader with over a decade of experience driving organizational change and fostering growth across diverse industries. Renowned for spearheading transformation initiatives that optimize workflows, enhance operational efficiency, and achieve significant cost savings and productivity gains. Adept at collaborating with stakeholders at all levels, building consensus, and inspiring action to create a culture of innovation and continuous improvement. Proven ability to position organizations for sustainable, long-term success through strategic vision and operational excellence.

Leadership Achievements

- **Strategic Partnership Development:** Established key partnerships with SCORE Headquarters, Bank of America, and Higher Education, fostering vibrant business ecosystems.
- **Operational Transformation:** Led organizational transformations resulting in improved productivity, cost efficiency, and high-performance culture.
- **Program Launch and Enhancement:** Successfully launched an entrepreneurial Learning Management System (LMS), integrating proprietary content.

Education

- Institute for Women's Entrepreneurship at Cornell University. Dec 2024
- MBA - Graduate Certificate in Digital Entrepreneurship Strayer University, Augusta, GA | March 2023
- Health Informatics Management Systems EHR Tougaloo College, Tougaloo, MS | September 2012
- Master of Science (M.S.) Credit hours in Health Care Administration University of Phoenix, Baton Rouge, LA | December 2004
- Associate in Science (A.S.) in Health Care Administration The Community College of the Air Force, Maxwell AFB Gunter Annex, AL, US | December 2002
- Bachelor of Science (B.S.) in Office Administration The University of Southern Mississippi, Hattiesburg, MS | May 2001

Certifications

Human Resources

- Certified Human Resource Professional (SHRM-CP)
- Lean Sigma Six Yellow Belt DEI Certified Professional
- Certified Maxwell DISC Behavioral Analysis Trainer

Janitorial/Cleaning

- ISSA CMI Basic/Advanced Custodial Technician
- IEHA Registered Environmental Services Executive (RESE)
- ISSA CMI Certified Professional Trainer
- Certified Disinfection Specialist

Professional/Business

- Certified SCORE Business Mentor (2018-2023)
- Certified Maxwell Leadership Speaker, Teach, and Coach
- Cyber Security Professional Certificate

Skills

- Leadership and People Development
- Business Consulting
- Process Improvement
- Entrepreneurial Leadership
- Employee Motivation and Performance
- Operations Management
- Conflict Alleviation
- Staff training and development
- Analytical and Critical Thinker
- Employee/labor relations

Professional Experience

FUSE Executive Fellow: Expanding Electrified Public Transportation to Connect Affordable Housing Project

FUSE Corps | April 2024-Present

- Lead strategic transportation equity initiatives in Chatham Area Transit focused on integrating electrified public transportation with affordable housing and homelessness solutions aimed at advancing racial equity and addressing urban challenges.
- Build consensus among diverse stakeholders, including government departments and community organizations, to drive systemic change.
- Design and implement policies that tackled systemic and institutionalized racism, reinforcing departmental goals and establishing ambitious yet achievable deliverables.
- Utilize data-driven approaches to develop actionable roadmaps, monitor progress, and ensure successful project completion.

Chief Executive Officer/Founder

Exodus Management and Consulting, LLC | March 2016-Present

- **Analyze and Optimize Business Operations:** Conduct comprehensive assessments of company operations to identify inefficiencies, streamline processes, and implement strategies that enhance organizational performance and cost-effectiveness.
- **Deliver Expert Recommendations:** Provided actionable insights and tailored solutions to address unique challenges, enabling businesses to focus on scaling operations and creating value for stakeholders.
- **Customized Solutions for Diverse Industries:** Leveraged industry expertise to develop tailored strategies for small to medium-sized enterprises (SMEs), public entities, and educational organizations, addressing their distinct needs and priorities by design and execute process improvements that drove sustainable growth and operational excellence.
- **Build Stronger Connections Between People and Processes:** Facilitate cross-functional collaboration to bridge gaps in operations, resulting in improved employee performance and customer satisfaction.

Business Incubator Manager

Business Innovation Group, Georgia Southern University | April 2021-March 2022

- **Drove Economic Equity Initiatives:** Directed the operations of a Business Incubator, achieving 95% program occupancy within one year, by implementing strategic leadership and crafting effective messaging to attract underserved entrepreneurs.
- **Launched Virtual Incubator Program:** Designed and managed a comprehensive virtual program, offering tailored resources, mentorship, and technical assistance to startups and small businesses, empowering historically disadvantaged populations.
- **Fostered Strategic Partnerships:** Built cross-sector collaborations with academic institutions, government agencies, and industry leaders to expand incubator activities and cultivate a robust entrepreneurial ecosystem.
- **Supervised Learning Management System (LMS):** Ensured alignment of educational resources with growth objectives for startups, facilitating progress tracking and skill development critical for business success.
- **Championed Minority Business Advancement:** Led initiatives to promote supplier diversity, increase minority participation in certification processes, and enhance access to capital for minority-owned businesses, driving inclusive economic growth.

Assistant Director Custodial Services

Georgia Southern University Housing | Statesboro, GA | October 2014 – March 2016

- **Managed Large-Scale Operations:** Oversaw custodial services for a 5-million-square-foot university campus, implementing strategies that significantly reduced operational costs while maintaining high cleanliness standards.
- **Optimized Cost-Effectiveness:** Established and led an in-house certified floor care team, achieving an 80% reduction in related expenses through targeted training and process improvements.
- **Led Workforce Development:** Directed the recruitment, training, and performance evaluation of custodial supervisors and team leads, ensuring alignment with organizational standards and fostering a culture of excellence.

- **Streamlined Equipment Management:** Managed inventory and maintenance of cleaning equipment and machinery, enhancing operational efficiency and ensuring compliance with safety protocols.
- **Maintained Quality Assurance:** Conducted regular on-site inspections and collaborated with stakeholders to address concerns promptly, ensuring service quality standards were consistently met.
- **Ensured Financial Accountability:** Supervised payroll processes to maintain budget compliance and ensured adequate staffing levels to meet operational demands effectively.

Assistant Director of Housing for Facilities & Maintenance Operations

Jackson State University | Jackson, MS | April 2014 – September 2014

- **Optimized Operational Efficiency:** Directed custodial, grounds, and building maintenance operations, achieving a 30% reduction in overtime expenses while maintaining exceptional facility standards.
- **Managed Multimillion-Dollar Budget:** Oversaw a \$2 million annual Operations and Maintenance (O&M) budget, implementing strategic financial measures to enhance departmental productivity and cost-effectiveness.
- **Enhanced Vendor Management:** Conducted routine facility assessments and supervised staff while identifying and implementing cost-effective vendor solutions to ensure optimal service delivery within budgetary constraints.
- **Cost Savings Achieved:** Reduced custodial service fees by 15% through effective contract performance management, vendor relations, and strategic budget optimization.

Management Assistant for Program Services

The University of Southern Mississippi (IDS) | Jackson, MS | November 2011 – April 2014

- **Provided Multifaceted Operational Support:** Delivered comprehensive assistance in finance, human resources, and operations, ensuring effective management of grants, budgets, and organizational resources.
- **Streamlined Recruitment Processes:** Directed day-to-day operations and led recruitment efforts by utilizing HRIS systems to efficiently manage job postings, candidate screenings, and onboarding activities.
- **Enhanced Stakeholder Collaboration:** Facilitated seamless communication between internal staff and external stakeholders, ensuring alignment with project goals and promoting efficient departmental coordination.
- **Strengthened Administrative Effectiveness:** Supported the Executive Director and program managers through meticulous HR management, scheduling, and financial analysis/reporting for grant-related programs.

Multiple Promotions

Department of Veterans Affairs | October 2007 – April 2011

Leveraged diverse skills and expertise to deliver impactful results across multiple functional areas: Program Administration, Procurement, Clinical Management, Employee Relations, and Human Resources Expertise. *Awards include Outstanding Performance Rating (2), Special Contribution Award, Emerging VA Leadership Program Graduate.*

Program Administration

- Supported data collection and analysis to inform program decisions, enhance effectiveness, and resolve administrative challenges.
- Managed records to ensure compliance with federal standards, aligning activities with organizational policies and goals.

Procurement

- Oversaw procurement processes, ensuring timely payments and vendor compliance with federal guidelines.
- Monitored expenditures and reconciled statements to maintain budget accuracy, delivering comprehensive reports for leadership.

Clinical Management

- Directed administrative functions across multiple clinics, ensuring accurate record-keeping and efficient workflows.
- Collaborated with clinical teams to streamline operations, improving patient care delivery.

Employee Relations & Union Representation

- Resolved labor disputes and advised on contractual rights, fostering equitable resolutions through arbitration and mediation.
- Strengthened collaboration between union members and management, ensuring compliance with labor agreements.

Human Resources

- Directed onboarding and personnel management processes, ensuring compliance with policies and enhancing retention through structured onboarding initiatives.
- Fostered a supportive work environment by addressing employee relations and implementing disciplinary actions where necessary.

Property/Business Manager

Multiple Management Companies / September 2002 – June 2007

- **Led Property Management Teams:** Supervised on-site property teams, established operational benchmarks, and strategically allocated resources to achieve organizational goals while mitigating risks.
- **Directed Financial Operations:** Oversaw complex financial activities, including budgeting, staff supervision, and compliance with housing regulations, ensuring operational and regulatory excellence.
- **Fostered Strong Tenant Relationships:** Cultivated tenant relationships, conducted application assessments, and monitored market trends to enhance occupancy rates and tenant satisfaction.
- **Achieved Exceptional Financial Results:** Secured a 95% net collection rate, including garnishments and recovery of bad debt, through effective financial management and proactive tenant relations strategies.

Medical Administrative Specialist

United States Air Force / October 1995-December 2004

Commendations: Air Force Achievement Medal, MS War Medal, Mississippi Longevity Medal, Air Force Longevity Service Award, Air Reserve Forces Meritorious Service Medal, The Army Service Ribbon, The Outstanding Unit Award (w/2d), National Defense Service Medal