

## Kelly Manjula Koza

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[SardinianArts.com](http://SardinianArts.com) | [Tramite.org](http://Tramite.org) | [LinkedIn](#)

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### SENIOR PROGRAM MANAGER Sparking innovation and advancing with clarity, structure, and connection

Seasoned professional with multi-faceted experience and wide range of expertise in program management and more. Strategic thinker who creates programs and launches initiatives to move ideas, companies, and NGOs forward. Fosters communication to grow understanding, bring clarity, and bridge divides. Critical thinker who sees patterns across seemingly disparate situations and develops strategies to connect the dots. Creates processes, develops mechanisms, and brings structure to situations that don't flow. A natural leader and visionary who's focused, flexible, and gets things done in any situation. Technically adept and intelligent with a human focus. Quick learner with a range of skills, successes, and failures that have given me strength and wisdom beyond what's taught in schools. My background is not linear and my LinkedIn/ resume are not comprehensive — This will likely confuse your AI.

My favorite projects?

- *Successful UN ECSOC Consultative Status application for acclaimed NGO serving tens of millions* — Managed and delivered application, from meeting with UN representatives to writing media kit and other materials. 25+ years of pro-bono consultive, documentary, and related work across several continents for the same NGO.
- *Organization sustainably promoting and protecting women handweavers and cultural heritage of Sardinia* — Pro-bono founder, producer and director of international exhibits, films, and outreach, and liaison building relationships with artists, diplomats, politicians, media, partners, and the public for 10+ years.
- *Inaugural awards ceremony for GLBTQ+ statewide chamber of commerce* — Managed and promoted first event for program that ran 15 years before being successfully retired.
- *Electrical line and substation worker safety* — Managed training development programs for one of largest utilities in USA.
- *Significant savings of cost and effort for large cloud provider* — Managed program to remove redundant, poorly-maintained technical documentation from GitHub, leaving docs on cloud provider's own website.

### Program Manager, Amazon Web Services (AWS)

07/2022 - Present

- Lead high priority cross-team programs to improve operational efficiency of the Technical Content Experience (TCX) organization behind AWS documentation.
- Gain Accessibility Compliance Report for AWS documentation website by managing remediation efforts and escalations.
- Manage program to remove redundant documentation on GitHub, saving the equivalent of 4 headcount/year and improving customer sentiment about documentation. [\[Link\]](#)
- Drive operational improvements by bridging gaps between cross-functional teams, identifying root causes, and incubating new mechanisms, processes, and programs for communications, change management, and project management.
- Conceive, design, and own scalable, reusable communications mechanism with playbooks, templates, and tools for change management.
- Bring clarity to ambiguous situations by gathering stakeholder input to define strategies and lead solutions.
- Write documents presented to executive teams and liaise across teams to build support for initiatives.
- My day: Program management, change management, strategic programs, creative problem solving, process improvement, analysis, stakeholder management, cross-functional collaborations, prioritization, operational efficiencies, writing, reporting, Asana, Quip, WorkDocs, Outlook, Slack, wiki, AWS proprietary applications.

### Founder and President, Sardinian Arts

12/2013 - Present

- Pro-bono founder and leader of organization promoting the handwoven textiles, arts, culture, and spirit of Sardinia.
- Conceive, plan, implement, and present programs and events supporting awareness, sustainable growth, evolution, and preservation of Sardinian handwoven textiles; key events include *Sardinian Textiles: An Exhibit of Handwoven Art* at The Italian Cultural Institute - San Francisco in 2017 [\[Link\]](#); *Intrecciati*, an interactive cross-cultural project between students in Italy and California [\[Link\]](#); and an ongoing series of presentations and activities.

- Support the intellectual property rights, art, cultural heritage, and traditions of Sardinian handweavers by developing and promoting a classification system for textiles made in Sardinia.
- Partner with Sardinian handweavers, museums, and hospitality providers to promote Sardinia in a sustainable manner.
- Create and manage content for website, presentations, and articles featuring Sardinian handweaving, the value of handmade items and their makers, and their relevance in today's world.
- Conceive, produce, write, film, and edit documentaries including *I Want to Weave the Weft of Time* [\[Link\]](#), which was instrumental in garnering publicity including features in *The New York Times* [\[Link\]](#).
- Develop, implement, and iterate on strategic, tactical, and operational plans.
- My day: Program management, project management, stakeholder management, event management, strategic planning, international liaison, cross-cultural communication, creative problem solving, facilitation, operations, presentations, prioritization, budget management, troubleshooting, executive presentations, Harmonized Tariff Code, GDPR, Intellectual Property laws, Italian, photography, photo editing, video, video editing, scripting, content development, writing, editing, graphic design, website design, process development, Agile, Confluence, WordPress, Apple Suite, Final Cut Pro, iMovie, BackBlaze, WeTransfer, Graphic Converter, Graphic, Zoom, Telegram, MailChimp.

## Principal Consultant for Program Management and Communications, Tramite (KM Koza Consulting)

07/2019 - 07/2022

- Advised clients in US and Italy about cross-cultural communications, business strategy, and operational efficiencies; created communications assets; and provided Italian-English translations.
- For a considered cyber security startup consultancy:
  - Led business feasibility study, including market analysis, risk assessment, and strategic planning; created a scalable business plan to deliver tiered service levels;
  - Counseled partners on marketing, technology, financial, and operational considerations; created internal communications structure and trained partners on use; designed company logo, visual identity, and marketing copy.
- For a Milan-based B2B language school teaching English language and communications skills to C-level executives:
  - Advised leadership regarding online security best practices and GDPR considerations;
  - Configured internal communications tools and trained senior partners on use;
  - Designed logo and suggested design identity, messaging voice, and content structure for website.
- Conceived, filmed, and edited promotional videos for small businesses in Sardinia.
- Founded program of international web-based salon events to bring together women artists working in different media.
- Developed and implemented a successful online fundraising campaign for an animal-related cause.
- My day: Leadership, strategic planning, project management, program management, stakeholder management, relationship building, cross-cultural communication skills, Italian, creative problem solving, prioritization, presentations, communication, photography, video, content development, writing, editing, team building, leadership, training, graphic design, website design, business operations, workflow development, troubleshooting, cybersecurity best practices, GDPR, Italian, Confluence, WordPress, Apple Suite, Final Cut Pro, iMovie, BackBlaze, WeTransfer, Graphic Converter, Graphic, Zoom, Telegram, AirTable, JIRA, Google Docs, SmartSheet, Trello, Figma, MailChimp.

## Department Manager for User Documentation (Technical Writers), The Interpublic Group - Mediabrands

06/2014 - 08/2019

- Built and managed the documentation (technical writing) department for a startup within The Interpublic Group that developed a suite of 15+ rapidly evolving products to provide end-to-end unified management of digital advertising data and assets across multiple channels.
- Developed department strategy, content strategy, and tactical steps to support ongoing product launches and key customer events.
- Created and iterated processes to improve cross-team communications and optimize delivery of documentation and products.
- Managed stakeholder relationships and SMEs across four continents and ensured writers delivered release notes, user guides, and other documentation within SLA.
- Identified and suggested improvements to internal processes, cross-team communications, and release management, escalating as necessary to ensure optimal customer experience.
- Scripted and coached executive presentations and led in-house demos and trainings.

- Hired team of junior, senior, and differently-abled individuals, mentored junior writer to senior and then department manager, and created mechanisms to facilitate knowledge sharing among team members working in hybrid environment.
- Configured and managed department's JIRA and Confluence spaces; advocated to implement CMS with DITA capability as replacement to better support content reuse.
- My day: Department management, stakeholder management, content management, program management, people management, team building, content development, creative problem solving, prioritization, resource allocation, progress monitoring, reporting, workflow development, planning, roadmaps, process optimization, writing, editing, release notes, mentoring, requirements gathering, GDPR, SaaS, Agile, Kanban.

## **Senior Program Manager, PG&E**

05/2011 - 05/2014

- As Senior Program Manager (titled Senior Learning Strategist at PG&E, where I was a consultant working through The Mosaic Company), led up to 15 concurrent projects/quarter for a program of high-profile, critical training courses slated for rapid development in complex, highly regulated environment with constantly changing priorities.
- Managed stakeholder relationships, coordinated cross-department schedules for sign-off and training, and reported status, budget, risks, and issues.
- Interviewed and managed content producers (writers, instructional designers, videographers) hired to develop curriculum maps, training objectives, training guides, videos, job aids, and assessments for classroom, online, and field courses for a highly-specialized training program supporting electrical workers and substation/power engineers.
- My day: Program management, stakeholder management, analysis, cross-functional team leadership, change management, presentation skills, cross-functional team leadership, project management, content management, strategy, prioritization, planning, roadmaps, reporting, budget management, facilitation, leadership, team building, ADDIE, waterfall, hybrid, content development, writing, editing, mentoring, training design, training development, training content, gap analysis, needs assessment, video, troubleshooting, regulatory compliance, CPCU, HAZMAT, Safety, Grounding, Rubber Glove, Microsoft Office (Word, Excel, PowerPoint, SharePoint, Visio, Skype).

## **President, Koza Communications**

05/2002 - 05/2014

- Improved public awareness and understanding of global and domestic clients by developing communications strategies and providing public relations, event management, outreach, writing, video, training, instructional design, and web design services. Clients included Condé Nast, the United Nations ECSOC-affiliated NGO MA Math, an international adoption agency, and local brick-and-mortar and service businesses.
- My day: Project management, program management, stakeholder management, liaising, budget management, business operations, strategic planning, presentations, event management, photography, photo editing, video editing, content development, writing, editing, website development, graphic design, leadership, team building, training, training design, training development, training content, cross-team communications, workflow development, process optimization, facilitation, troubleshooting, Intellectual Property rights/laws, MS Office, Apple Suite, WordPress, Final Cut Pro, Crystal Reports, Skype, various design and video programs, and more.

## **Instructional Designer, AT&T**

11/2010 - 05/2011

- As a consultant working through Computer Resource Solutions, analyzed training for CRM and sales courses to ensure compliance with regulatory and corporate standards.
- My day: Training development, training content, content management, writing, editing, FCC regulations, MS Office, learning management systems (LMS).

## **Vice President of Communications, Lotus Legacy Planning**

06/2008 - 05/2009

- Led strategic planning, communications, and technical operations setup for startup providing planned giving services to nonprofits; developed marketing collateral and PR content for the company and an established insurance firm.
- My day: Strategic planning, presentations, business operations, leadership, budget management, event management, workflow development, facilitation, graphic design, content development, writing, editing, annuities, Estate Planning, California Licensed Insurance Agent, MS Office, Apple Suite, DayLite, content management systems, design software.

## **Training Analyst, Hotwire.com**

02/2008 - 06/2008

- Analyzed call center activity to identify customer service issues and develop monthly training to close gaps.
- My day: Training needs analysis, gap analysis, design, development, training, writing, editing, Agile, MS Office.

## **Senior Consultant, Intelligo**

10/2006 - 01/2008

- Developed and presented customer and internal training for B2B, ERP, and reporting software; developed interactive marketing demos.
- My day: Project management, facilitation, training needs analysis, training design, training development, training content, writing, editing, Oracle PeopleSoft, JD Edwards, MS Office, SQL, database structure, queries, Camtasia, and then-current project management and training development software.

## **Senior Trainer, PeopleSoft**

05/1998 - 05/2002

- Presented technical and reporting classes to engineering teams and ERP users across North America and Europe.
- My day: Presentation, facilitation, training, training development, creative problem solving, communication, PeopleSoft, SQL, SQL queries, database structure, Crystal Reports, MS Office, ERP.

## **Communications Consultant, Freelance**

01/1990 - 12/1997

- Provided PR, writing, editing, design, and communications services to businesses, nonprofits, and municipalities.
- My day: Creative problem solving, business management, communication, stakeholder management, program management, graphic design, writing, editing, presenting, facilitating, training, training design, needs analysis, operations, event management with digital and analog tools of the design trade, Adobe Illustrator, Adobe PhotoShop, and MS Office.

## **ADDITIONAL PROJECTS**

### **NGOs**

- For an international non-governmental organization (NGO) globally acclaimed for humanitarian activities:
  - Prepared documentation and managed application process that enabled the NGO to gain UN ECOSOC status;
  - Created media kit and beta video rolls used across four continents;
  - 25+ years of volunteer services including video documentation, editing, and archiving, and public outreach.

### **Nonprofits**

- Managed, publicized, and launched inaugural business of the year program while on board of directors for Colorado's GLBT Chamber of Commerce. The program ran 15+ years before being retired due to successful community integration.
- Designed, developed, and maintained websites for nonprofits based in US and Italy.
- Served as founding Vice President of university GLBT club.
- Provided PR and editorial services, operational assistance, and other hands-on help to various local nonprofits.

### **Writing and Editing**

- Published writer for 40+ years.
- Invited at age 16 to be a columnist, editor, and writer for a national sports publication.
- Publish by-line and ghost-written articles to magazines, newspapers, websites, and newsletters on topics including women, business, Sardinian textiles, the arts, personal development, self-help, sports, and general interest.

### **Mentoring and Other**

- Help individuals clarify goals, set pathways forward, and increase peace of mind.
- Began teaching and coaching adults at age 16.

- Respected professional athlete, sports ambassador, and mentor to kids as a teenager; gave up numerous academic scholarships to pursue early sports career.
- Won numerous design competitions as a university student.
- 40+ years of self-enquiry, including study of spirituality, metaphysics, Jin Shin Jyutsu, holistic healing, and 30 years as a student of Mata Amritanandamayi Devi (Amma).

## LANGUAGES

- English (mother tongue)
- Italian

## EDUCATION

- Bachelor of Fine Arts, Graphic Design, University of Arizona
- Significant ongoing self-motivated study and international travel

## CERTIFICATIONS

- Teaching English as a Second Language (TESOL)
- Jin Shin Jyutsu (JSJ) and other certifications and licenses notable only within a specific context