



A. Diana SANDOIU-ACSENTE

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Summary

Dynamic and creative professional with a passion for business development transformation able to build trust, empathy, and relationships with clients at all levels. Recognized for putting people first, using IT tools, Agile-Lean KM practices as enablers creates knowledge, improves business processes and fosters innovation. Excelling at solving complex issues optimizes team performance by taking a multidisciplinary approach to sales and marketing, leadership, project management, and team supervision, empowering team members to engage in their best work possible while maximizing customer value.

Core Competencies

Sales & Marketing

Knowledge and Information Management

Lean-Agile Process Implementation and Improvement

Information Technology Infrastructure Library

Agile Project Life Cycle Management

Cross-Functional Team Management Facilitation

Strategic Planning Execution and Improvement

Program and Project Management

Leadership and High-Performance Coaching

Lead generation /Profit Accelerator for Small Businesses

Experience

01/2013 - Current - **Entrepreneurial Shift Inc., Lawrenceville, GA** | *CEO, Business Growth Transformation Strategist*

- Coached a non-profit leadership team to embrace transparency and vulnerability which resulted in receiving \$560,000 from their supporters (first \$300,000 in 4 months). Currently thriving, having \$200,000 in a savings account after implementing their mission every year since 2014.
- Coaching eight small business owners in finding their unique abilities creating opportunities for growth in their market resulting in 8 businesses serving today over 500 customers monthly instead of closing their doors.
- Coaching a group of 20 leaders pursuing network marketing expanding their total network from 200 to 550 in 4 months, with a 300% increase in commission revenue.
- Creating E-SHIFT mastermind group for professional footprint leading changes in any environment. The framework utilized to apply entrepreneurial habits, conversational

intelligence including the latest neuroscience bringing about positive change while humanizing the workplace.

01/2017 - 01/2018 - **Travelport, Atlanta, GA** | *Knowledge Management Lead / Program Manager*

- Enhanced communication and brought clarity to the program board by sharing and connecting organization departments on a common vision of Travelport One online environment.
- Established Communities of Practice to promote Agile roles helping ARTs embody faster best practices and mindset necessary for a successful implementation.
- Helped Release Train Engineers (RTEs) and Scrum Masters to learn faster and adapt during SAFe by identifying knowledge gaps and providing a strategy on how to connect, collaborate and co-create consistently.
- Improved Program Implement (PI) planning by coaching Scrum Masters, Product Owners, and DevTeams to facilitate retrospective sessions and capture the nuggets.
- Created opportunities for coaching management on the lean, agile mindset resulting in a better understanding of benefits by becoming self-directed teams with strong accountability, decision making, and transparency.

01/2011 - 01/2013 - **The Wexford Group International, a CACI Company, Fort Meade, MD** | *Chief Knowledge Officer/Sr. Knowledge Management Consultant*

- Established and implemented education & training achieving departmental and company goals for all personnel building knowledge and skills to facilitate an agile transformation maximizing client's return on investment by sharing best practices, improving innovation and avoiding knowledge loss after frequent organizational restructuring.
- Introduced the organization to the Agile Lean Leadership principles and habits employed by leveraging the organizational assets and promoted values, principles resulting in continuous improvement in practices and artifacts.
- Created SharePoint KM system to include the Mission Tracking System and Topic of Interest pages; facilitated knowledge and learning communications through SharePoint announcements and forums which became the preferred tool and improved team performance by 50%.

01/2006 - 01/2011 - ASI Government, Arlington, VA | *Knowledge Engineer / Process Improvement Consultant*

- Utilized Information Technology Infrastructure Library (ITIL) service improvement methodologies, including Deming Cycle & CSI Model, to map, assess, and evaluate business processes, optimizing client delivery by 25%.
- Led consultation project for National Geospatial-Intelligence Agency (NGA) and Defense Intelligence Agency (DIA), adopting a process improvement model to help clients transfer critical knowledge resulting in being nominated and receiving the NGA 2011 Annual Business Innovation Award for successful KM implementation.
- Provided the Federal Emergency Management Agency (FEMA) a platform to assess continuous performance improvement in the IT department.
- Significantly reducing the cost of training for the Department of Energy (DOE) by creating Knowledge Enabled Acquisition Process (KEAP) maps.

Education and Training

2011 Washington, DC

Doctor of Science in Engineering Management, Knowledge and Information Management - George Washington University

2000, Washington D.C.

Master of Science in Computer Science - American University

Certifications and Awards

- *Conversational Intelligence Certified Coach, Conversational Intelligence for Coaches 2019*
- *Conversational Intelligence Enhanced Skills Practitioner, Conversational Intelligence for Coaches 2018*
- *SAFeAgilist (SA) Certification, Travelport, 2018*
- *Advanced Training in Generative Trance Work with Stephen G. Gilligan, Ph.D., 2016*
- *Certified Strategic Intervention Life and Business Coach, RobbinsMadanesTraining (RMT) Center, 2015*
- *ITIL V3 Foundation Certification, Information Technology Infrastructure Library, 2010*
- *Performance-Based Acquisition Master's Certificate, Acquisition Solutions, Inc., 2009*
- *Project Management Certification, Franklin Covey, 2002*
- *Annual Business Innovation Award, National Geospatial Intelligence Agency 2011 GA 2011*