

Rocio Payne

Marketing, Finance and Planning Business Professional- MBA & MPA

219.980-6635

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Education

Indiana University Northwest

Master of Business Administration (M.B.A.), Accounting and Business/Management -

2018 *Indiana University Northwest*

Master of Public Affairs (M.P.A.), Public Management - 2010

Indiana University Bloomington

B.A., Foreign Languages- French - 2006

Certifications

Professional Certified Marketer 2019

Lean Six-Sigma Green Belt Certified 2017

Microsoft Office Specialist- Excel 2016

Microsoft Office Specialist- Word 2016

Service (Appointments/ Committee Membership)

Student Success and Learning, School of Business and Economics

Executive Committee, School of Business and Economics

Advisory Board, School of Business and Economics

Chancellor appointee to Co-Chair Salary Review Committee

Deputy Title IX Coordinator appointee as Equity Advisor

Chancellor appointee to CFO Search Advisory Committee

CFO appointee to HR Director Search Advisory Committee

CIO appointee as an advisor to the IUN Electronic Document Management Committee

Affiliations and Interests

American Marketing Association

Indiana Association of School Business Officers

Academic Presentations

“Removing Barriers to Academic Success” by M. Hoyert, C. O’Dell, N. Palagi, R. Payne

Presented at AASCU Conference 2018

Academic Positions

Visiting Lecturer at Indiana University Northwest

January 2019 – Present

As a visiting lecturer, I am an instructor for the School of Business and Economics in a non-tenured capacity. I teach undergraduate students in 100-level business-related courses to include marketing management, primarily online. Peer-reviewed courses will meet Quality Matters Standards through an internal grant, Blueprint for Success through the Center for Innovation and Scholarship in Teaching and Learning.

Professional Experience

Director of Graduate Programs at Indiana University Northwest

January 2019 – Present

As the Director of Graduate Programs, I supervise all aspects of program delivery in support of teaching faculty and students, from the time of matriculation through graduation.

- Continuously seeks ways to improve School's portfolio of Graduate programs by suggesting and implementing new processes, procedures, tools and resources and initiating new and improved programming events
- Responsibility for developing a comprehensive marketing strategy as well as continuous improvement of program operations
- Advertisement and marketing campaigns including designing publications. Social media presence and interaction.
- Recruit and head admissions for all SoBE graduate programs, including: developing and implementing admissions policies and procedures; reading applications and evaluating applicant credentials against admissions requirements; interviewing applicants, developing marketing strategies to attract students
- Advising and Retention
- Responsibility for managing individual project budgets (related to specific MBA events including marketing, international travel, hospitality)

Director of Finance and Planning at Indiana University Northwest

November 2016 - 2019

As the Director of Finance and Planning (DFP), I provide oversight of financial and administrative operations associated with the College of Arts and Sciences. My work requires that I work independently as well as provide a high level of decision-making and judgement.

Director of Finance and Planning at Indiana University Northwest (Continued)

- Driving financial operations and ensuring fiscal integrity through requisition, disbursement voucher, procurement card, and travel request approvals
- Overseeing the revenue accounts (>17 million dollars) and projections
- Fund accounting- transaction approvals in accordance with funding type
- Performing data analysis and dashboard presentation to key stakeholders to aid decision-making for program planning
- Working with leadership on creating and implementing strategic priorities
- Responsible for the development of the annual report
- Overseeing the start-up of Arts on Broadway- revenue generating facilities usage and rental and cash balances
- Developing the annual operating budget
- Developing special purpose budgets, along with protocols to ensure long-term sustainability
- Developing a comprehensive capital asset management plan for special purpose technology
- Budgetary and compliance oversight on multi-million/ multi-year, state, and federal grants

Business Manager at Indiana University Northwest June 2014 - November 2016

- Managed all aspects of administrative issues facing the college and ensured lean purchasing practices
- Fiscal Officer- approval authority on all transactions
- Provided management for research grants from internal funding sources and external granting agencies
- Worked closely with administration in the implementation and development of policies and procedures that streamlined and made sustainable the business practices
- Worked closely with administration to project revenue and forecast enrollment using historical data/ trends
- Used data to identify areas for improvement and redesigned the College's support staff and procedural workflows to improve efficiency
- Responsible for overseeing the program assessment process and support for accreditation
- Lead project manager for transition towards electronic/ paperless business processes
- Supervise a staff of 12 department secretaries on all business, administrative and training issues

Director of Quality Assurance and Outcomes at Geminus- Head Start

July 2013 - May 2014

- Performed advanced level work developing, implementing and maintaining an ongoing quality assurance and performance process to measure, evaluate and assure quality and performance
- Compliance on local and state regulations, Code of Federal Regulations and OMB circulars
- Responsible to oversee management of expenses within all approved Head Start budgets
- Supervise, coach and mentor all Managers, Record-Keeping Specialists, Data Analysts, and Program Assessors to ensure compliance with State Quality Rating and Improvement System, and lead progress towards national accreditation
- Monitored performance outcome expectations for program services in the areas of Parent, Community and Family Engagement, Child Development, Disabilities and Mental Health and Health, Safety and Nutrition, and evaluated their performance against defined standards
- Project Management for all new operational and administrative projects
- Responsible for Program Design and Management's quality, integrity and ongoing monitoring

Manager Program Development and Improvement at Geminus Corporation

February 2008 - July 2013

- Successful grant writer in supplemental funding request (over \$5,000,000) for continuing education, program expansion, quality improvement, as well as responsible for annual federal continuation grants
- Analyzed the information and identified strengths, improvement areas, program weaknesses
- Used data analysis from community assessments, internal reports, and national for program improvement by development of program-wide strategic goals
- Ensured compliance and monitored systems to ensure accordance with federal/state regulations and corporate policies
- Project Management for large technology upgrades, capital planning and vetting new ERPs
- Facilitated corporate-wide training and managed technical assistance plan and budget(new employee training, annual training requirements, and professional development)
- System administrator for the program's Learning Management System
- Oversight of the Resource Center-including e-Learning and on-line training tool

References

Upon request.