

REBECCA JOHNSON

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919-309-6390

Executive Leader - Operations

Optimizes business systems and processes to drive corporate goals and objectives

Collaborative, adaptable and inclusive Operational Executive with extensive experience driving strategic priorities and business transformation within global organizations. Manages planning and logistics for operations activities including resource allocation, performance management and key performance indicators. Identifies opportunities for continuous improvement and creates actionable strategies to meet organizational goals and capture market share. A community leader, an active Rotarian, and an Alumni Mentor in the Brodhead Service Program at Duke University.



Non-Profit Organizations
For Profit Corporations
Operations & Compliance
Financial Management
Systems Implementation
Change Management & Communications
Cross-Functional & Global Leadership
Client Service Delivery
Capital Investments
Business Development

"Rebecca contributes to raising the professionalism of the GRS team by delivering high quality outputs, setting expectations for the same from her team and colleagues, and identifying where boot-strapping solutions do not serve the team in the long run. Both her words and actions elevate the team's performance."

Performance Review, FHI 360

PROFESSIONAL EXPERIENCE

Duke University • Durham, NC • 2018 - Present

INSTRUCTOR, 2018 – Present

Teach a three-credit course to 20+ mid-career fellows on project management in development, focusing on the complex nature of global projects.

FHI 360 • Durham, NC • 2011 - Present

\$1BN global non-profit working across sectors for human development and humanitarian response

ASSOCIATE DIRECTOR OF BUSINESS OPERATIONS, GLOBAL RESEARCH SERVICES, 2015 - Present

Lead a team of 10 professionals tasked with supporting a global portfolio of clinical research and collaborations with U.S. government, pharma, academic institutions and product development partners. Enhance oversight of \$12M in revenue through project management support, contract administration, finance and systems architecture. Develop extensive network through Africa, Asia and the Americas for key insights into local clinical research regulations and dynamics, rapid start-up service providers and ability to respond quickly during major epidemics such as Ebola.

- *Improved efficiency, reporting and operations outcomes by rolling out three new technologies: Salesforce.com, Clinical Trial Management System (BioClinica), and PowerBI.*
- *Lead an organizational carve-out by developing strategies and managing nine workstream roadmaps to create an independent entity. Developed business case and achieved buy-in from senior leadership to create the new organization in order to expand service offerings and strengthen partnerships with a more diversified client base and grow the geographic footprint.*

- *Coordinate the Mergers & Acquisition and the co-investment review process in the Contract Research Organization through collaboration with FHI 360's Board Chairman and C-level leadership.*
- *Key contributor to over 20% YOY revenue growth and reduction of contract execution time by 50% by implementing a rapid study startup process.*

SENIOR PROJECT MANAGER, EXECUTIVE OFFICE & CORPORATE PROJECT MANAGEMENT, 2013 - 2015

Handpicked by the CEO to direct and oversee large-scale continuous improvement projects and successfully implement strategic initiatives through enhanced project management methodologies and reporting systems.

- *Captured \$8M in savings by developing and leading a large organizational restructure to improve efficiency at all levels, including change management, communications and human resources considerations. Project impacted over 200 staff.*
- *Established in-country operations, staffing out 40+ roles, within two months in Sierra Leone to deliver the first clinical trial in response to the Ebola virus outbreak in 2014.*
- *Created and implemented the policies and systems to select, monitor and report on \$5M of annual strategic initiatives.*

PROJECT MANAGER, TRANSFORMATION MANAGEMENT, 2011 - 2013

Key contributor to a newly established integration management office rolled out to provide leadership and support for the integration efforts of the acquisition of AED, which doubled the size of FHI 360.

- *Built a 12-person advisory committee and transformed the culture of the organization through broad change management strategies. Implemented leadership training, staff engagement, and pulse surveys.*
- *Designed a working strategy and expanded operations in Latin America and the Caribbean, increasing portfolio to \$13M.*

VMG Consulting (Gibson Consulting) • Chicago, IL • 2005 - 2007

World leader in operational consulting with a focus on supply chain improvements

CONSULTANT, 2005 - 2007

Delivered business consulting to organizations to improve supply chain and cost savings strategies through strategic sourcing, best-cost country-sourcing, transportation/distribution management, logistics optimization, lean manufacturing, and sales/marketing effectiveness.

- *Secured 27% in savings for a midsized engine manufacturer by negotiating long-term contracts for a major commodity.*
- *Boosted savings across three operations areas, ranging from 22% - 34%, for a bus manufacturer by leading negotiations with 12 potential vendors.*

EDUCATION & PROFESSIONAL DEVELOPMENT

DUKE UNIVERSITY • Master of Arts in Policy, International Development (Organizational Management)

UNIVERSITY OF ILLINOIS • Bachelor of Science, Economics

PROJECT MANAGEMENT INSTITUTE • Project Management Professional Certification (PMP), #1608968 - current

COMMUNITY SERVICE

United States Peace Corps • Nicaragua • 2007 – 2008

Led community-based development through collaboration with local leaders and stakeholders. Worked with 150 small businesses and taught 450 students to develop business plans. Qualified 90 small business owners for micro-financing. Led five businesses from conception to profit generation.