

# Angela M. Parker

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## EXECUTIVE PROFILE

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Dedicated program leader and systems specialist with over 20 years of experience driving operational excellence across federal, state, and global landscapes. Expert in bridging the gap between complex organizational goals and employee reality through practical data tools, trauma-informed change management, and Lean Six Sigma methodologies. Specialized in leading multi-million-dollar portfolios and reducing cognitive load for workforces by making business processes accessible to everyone.

## STRATEGIC & TECHNICAL SKILLS

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- Global Change Management (60+ countries)
- SharePoint Design & M365 Integration
- Lean Six Sigma Process Improvement
- Fiscal Stability & Legacy Data Migration
- Organizational Culture & Universal Design Strategy
- Executive Level Stakeholder Management
- Project Lifecycle & Scrum Leadership
- Technical Training & Skills Development

## PROFESSIONAL EXPERIENCE

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### Quiet Speaks, LLC

Owner/Consultant

**Olympia, WA**

Oct 2021 – Current

- Led fiscal tracking automation initiatives, reconciling 100% of legacy data into centralized M365 tools to ensure total budget transparency.
- Built digital knowledge infrastructure using VARK-aligned libraries and guides, moving staff from initial awareness to day-to-day technical mastery.
- Developed real-time compliance dashboards and SharePoint partner hubs, eliminating single points of failure in programmatic delivery.
- Standardized PMO structures for non-profits and small businesses, improving on-time task completion by 25% through predictable, structured workflows.
- Managed statewide supplier diversity strategies for the Department of Enterprise Services, increasing small business participation by 20% in six months.
- Facilitated trauma-informed universal design leadership training and ERG governance to embed psychological safety into organizational culture.

### FHI 360

Senior Program & Project Manager

**Washington, D.C.**

Oct 2022 – May 2025

- Deployed global change management frameworks for 25+ international teams, increasing employee engagement scores by 32.5% in the first year.
- Directed multi-million-dollar portfolio and led AI innovation workgroups to establish user acceptance testing teams, develop global policies, and address accessibility with a projected \$1.5M ROI in first year.
- Reduced time waste by 70% in procurement and content fulfillment cycles by applying Lean Six Sigma process improvements and redesigns.

## **Department of Homeland Security**

*Senior Management Analyst & Senior Project Manager*

**Washington, D.C.**

Dec 2014 – Nov 2021

- Advised executive leadership on systems modernization frameworks and organizational restructuring for workforce of 22,000+ employees.
- Directed rapid-response logistics for Presidential task force, establishing pandemic response infrastructure and virtual/hybrid worker programs and community support.
- Led \$2.8M system modernization project, improving federal tool accessibility and compliance by 40%.
- Developed project management training for local governments across 12 states, resulting in a 72% reduction in audit findings.
- Established three Centers of Excellence (Agriculture, Island, and Pandemic) to coordinate nationwide contingency plans.

## **Friends of Youth**

*Program Project Manager*

**Kirkland, WA**

Jun 2010 – Dec 2014

- Contributed to a Lean Coordinated Entry Program redesign, achieving \$7.5M in savings through process optimization and systems overhaul.
- Designed and streamlined intake processes and established KPIs for five distinct programs, using data to drive donor engagement and access federal funding.

## **EDUCATION & CREDENTIALS**

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- **M.S. Industrial & Organizational Psychology** – Southern New Hampshire University
- **B.A. Psychology** – Washington State University
- **Core Certifications:** Lean Six Sigma Black Belt, Change Management Professional (candidate), Adaptive Leadership (Harvard), Strategic Planning and Execution (UVA), DEIA (eCornell), Trauma Informed Leadership (CRI), Motivational Interviewing (eSYM)

## **AWARDS & THOUGHT LEADERSHIP**

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- **Awards:** L. Cole Award for Excellence (2024); Think Big Award for Innovation (2023); Presidential Rank Award of Meritorious Executive (2018); DHS Administration Award for Creativity & Innovation (2016); Seattle Federal Executive Board Public Service Award for Leadership & Equity (2015 & 2017)
- **Thought Leader:** "Diving Deep into Disability and Global Organizational Representation" (Pledge for Change, 2024); "Internal vs. External: Mission Driven Passion Tax" (CREED, 2023); "IN Global Organizational Culture Improvement" (CREED Panelist, 2023).
- **Committee Leadership:** Federal Grants Modernization Advisory Group, Federal Human Capital Governance Board Secretariat, SIOP Advocacy Academy Implementation Group.