

Andria Nelson Roberts

314-526-8672

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Professional Experience

2024 - PRESENT

Nelson Roberts Consulting LLC - St. Louis, MO

Founder & Principal Consultant

Nelson Roberts Consulting LLC offers strategic planning, transformative business operations, facilitation, and project management services to clients in a range of industries, including non-profits and higher education. The approach is client-centric, focused on understanding the unique challenges and opportunities of each organization.

Current Projects & Deliverables Include:

- Developing and implementing performance management and quality improvement training and facilitation tools
- Guiding an employee-centered strategic framework and organizational mission, vision, and values
- Optimizing fundraising and operational processes through process improvement and standard operating procedures
- Producing an in-depth analysis report and strategic recommendations of a federal workforce development program

2022 - 2024

Community Impact Network - Wellston, MO

Chief Operating Officer

- Oversaw the foundation's strategic and day-to-day business operations, including the development of operational strategies and plans for two organizations with a combined annual budget of over \$15 million.
- Guided strategic decision-making and implemented methods to improve efficiency and productivity across all business areas. This resulted in streamlined processes and procedures for all work teams, including a restructured grant application and review cycle.
- Led the foundation through a period of growth, which included the development of an employee structure tied to the organizational goals. This resulted in creating ten new positions and hiring thirteen new employees.
- Mentored, coached, and managed six supervisor/managerial team members.
- Created annual, quarterly, and monthly goals related to performance and impact and monitored all project schedules.

2020 - 2022

Office of the County Executive

St. Louis County Government - Clayton, MO

Director of Transformation

- Served as a member of the County Executive's Senior Leadership Team, with wide-ranging responsibility regarding policy, government operations, and special initiatives.
- Led a top to bottom analysis of the effectiveness and efficiency of all County government operations and planned the strategic implementation of appropriate reforms that resulted in a Transformation Agenda. Projects included a performance management system, digitizing customer service management processes, centralizing Human Resources and other shared administrative services, and optimizing the County's use of commercial real estate.
- Managed relationships with key stakeholders, elected officials, and other community leaders and served as a TIF commissioner representing St. Louis County government.

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Professional Experience, cont'd

2019 - 2020

Office of the County Executive

St. Louis County Government - Clayton, MO

Deputy Director of Operations

- With the Chief of Operations, led, managed, and oversaw all aspects of the eleven operating departments in St. Louis County government, their roughly 4,000 employees, and their contracted services and professionals.
- Led initiatives related to the County's response to COVID-19, including transitioning thousands of employees to telework, developing a new County website, and deploying new technology solutions to automate customer services and administrative processes. Presented those initiatives to U.S. Senator Roy Blunt.
- Led the creation, construction, and business process realignment involved with the new Customer Service Center in the County's Administration Building which, for the first time, provides County residents a "one-stop shop" for customer services.
- Featured speaker at the 2019 MacArthur Foundation Safety + Justice Conference.

2015 - 2019

Office Strategy + Innovation

St. Louis County Government - Clayton, MO

Senior Continuous Improvement Analyst

- Developed and managed continuous improvement efforts and project management for St. Louis County government. Facilitated cross-functional teams from project concept to implementation.
- Created Spark, the enterprise-wide continuous improvement initiative for St. Louis County employees, including developing and conducting employee training programs.
- Started and led the implementation of a Population Review Team, an interdepartmental criminal justice effort that resulted in a 22% reduction of the County jail population.

2011 - 2015

College Bound St. Louis - St. Louis, MO

Development Manager

- Managed development operations, including leading fundraising events and campaigns, overseeing fundraising data, transferring donor data between customer relationship management software, and developing stewardship processes.
- Progressively promoted from Development VISTA (AmeriCorps) to Development Coordinator to Development Manager. Continued in a consulting role through 2017.

Education

May 2011

Master of Regional and Community Planning

Kansas State University - Manhattan, KS

Master's Report on the Impact of Regional Government

Planning and Development Department Intern, Houston, TX

Skills & Expertise

- Process improvement and project management, including Denver's Peak Academy Black Belt process improvement training and PMP Curriculum
- Proficiency in Microsoft Office Suite, Excel Pivot Tables, Visio, InDesign, and Illustrator
- Experience with GIS, HubSpot, Salesforce, and Tableau
- Speaker at the 2018 Socrata National E-Learning Webinar and the 2017 American Planning Association Missouri Conference