

Gloria Wesley, SHRM-CP, RESE, C.P.T.

Air Force Veteran | Business Transformation Leader

Results-driven operations professional with over two decades of experience optimizing organizational performance and operational excellence across diverse industries. Proven track record of leading large-scale operations, driving efficiency, and enhancing customer and employee satisfaction. Adept at building high-performing teams, implementing innovative solutions, and aligning operations with strategic goals. With expertise in administration, fiscal management, and compliance with governmental regulations, I have a proven ability to position organizations for sustainable, long-term success through strategic vision and operational excellence.

Leadership Achievements

- **Strategic Partnership Development:** Established key partnerships with SCORE Headquarters, Bank of America, and Higher Education, fostering vibrant business ecosystems.
- **Operational Transformation:** Led organizational transformations resulting in optimized productivity, cost efficiency, and high-performance culture.
- **Program Launch and Enhancement:** Successfully launched an entrepreneurial Learning Management System (LMS), integrating proprietary content.

Education

- IBM Cybersecurity Professional Certificate January 2025
- Institute for Women's Entrepreneurship at Cornell University. Dec 2024
- MBA - Graduate Certificate in Digital Entrepreneurship Strayer University, Augusta, GA | March 2023
- Health Informatics Management Systems EHR Tougaloo College, Tougaloo, MS | September 2012
- Master of Science (M.S.) Credit hours in Health Care Administration University of Phoenix, Baton Rouge, LA | December 2004
- Associate in Science (A.S.) in Health Care Administration The Community College of the Air Force, Maxwell AFB Gunter Annex, AL, US | December 2002
- Bachelor of Science (B.S.) in Office Administration The University of Southern Mississippi, Hattiesburg, MS | May 2001

Certifications

Human Resources

- Certified Human Resource Professional (SHRM-CP)
- Lean Sigma Six Yellow Belt DEI Certified Professional
- Certified Maxwell DISC Behavioral Analysis Trainer

Janitorial/Cleaning

- ISSA CMI Basic/Advanced Custodial Technician
- IEHA Registered Environmental Services Executive (RESE)
- ISSA CMI Certified Professional Trainer
- Certified Disinfection Specialist

Professional/Business

- Certified SCORE Business Mentor (2018-2023)
- Certified Maxwell Leadership Speaker, Teach, and Coach
- Cyber Security Professional Certificate

Skills

- Leadership and People Development
- Business Consulting
- Process Improvement
- Entrepreneurial Leadership
- Employee Motivation and Performance
- Operations Management
- Conflict Alleviation
- Staff training and development
- Analytical and Critical Thinker
- Employee/labor relations

Professional Experience

FUSE Executive Fellow: Expanding Electrified Public Transportation to Connect Affordable Housing Project (Fellowship Program)

FUSE Corps | April 2024-January 2025

- Spearheaded a transportation equity initiative integrating electrified public transportation with affordable housing solutions to improve access to care, employment, and other community integrations to advance equity.
- Collaborated with diverse stakeholders, including government agencies and healthcare organizations, to address systemic challenges.
- Utilized data-driven methodologies to develop actionable policies and roadmaps, aligning with equity goals.

Chief Executive Officer/Founder

Exodus Management and Consulting, LLC | March 2016-Present

- Conduct comprehensive assessments of diverse client operations to identify inefficiencies, streamline processes, and implement strategies that enhance organizational performance and cost-effectiveness.
- Mentor and develop leadership teams, focusing on building high-performing cultures and aligning operations with organizational goals.
- Evaluate and recommend cutting-edge technologies for SMEs, public entities, and educational organizations to improve efficiency, service delivery, and operational excellence.
- Facilitate cross-functional collaboration to bridge operational gaps and improve employee performance and customer satisfaction.
- Design HR frameworks to optimize recruitment, retention, and engagement strategies, while advising clients on compliance with labor laws and regulations, including FMLA, ADA, FLSA, and other relevant guidelines.

Business Incubator Manager

Business Innovation Group, Georgia Southern University | April 2021-March 2022

- Directed operations for a business incubator, achieving 95% occupancy within one year.
- Designed and managed a virtual incubator program, empowering underserved entrepreneurs with tailored resources.
- Built strategic partnerships with academic institutions, industry leaders, and government agencies to promote economic growth and innovation to cultivate a robust entrepreneurial ecosystem.
- Produced initiatives to promote supplier diversity, increase minority participation in certification processes, and enhance access to capital for minority-owned businesses, driving inclusive economic growth.

Assistant Director Custodial Services

Georgia Southern University Housing | Statesboro, GA | October 2014 – March 2016

- Led large-scale custodial operations for a 5-million-square-foot university campus, driving operational excellence and achieving significant cost reductions, including an 80% reduction in targeted expense areas through strategic planning and cost-saving initiatives.
- Authorized all personnel operations, including talent acquisition, onboarding, performance management, and leave compliance, while overseeing payroll administration to ensure budget alignment and effective staffing.
- Designed and delivered comprehensive training programs on workplace safety, operational efficiency, and employee relations, and streamlined inventory management processes to boost operational efficiency and safety compliance.
- Conducted routine site inspections, enforced quality assurance measures, and facilitated workplace investigations on harassment and discrimination claims, recommending and implementing corrective actions to ensure adherence to operational policies and safety protocols.

Assistant Director of Housing for Facilities & Maintenance Operations

Jackson State University | Jackson, MS | April 2014 – September 2014

- Directed custodial, grounds, and building maintenance operations, reducing overtime expenses by 30% while maintaining exceptional facility standards and optimizing service delivery within budget constraints.
- Managed a multimillion-dollar annual O&M budget, implementing strategic financial measures that elevated departmental productivity and cost-effectiveness.
- Authorized all personnel operations, including talent acquisition, onboarding, performance management, and leave compliance, while overseeing workers' compensation cases and collaborating on injury reporting, insurer communications, and return-to-work strategies.
- Conducted routine facility assessments, supervised staff, and identified cost-effective vendor solutions, reducing custodial service fees by 15% through effective contract performance management and strategic vendor relations.

Management Assistant for Program Services

The University of Southern Mississippi (IDS) | Jackson, MS | November 2011 – April 2014

- Performed office management duties by organizing schedules, coordinating meetings, maintaining records, and ensuring efficient administrative operations for program services.
- Provided HR generalist support, including assisting with recruitment, onboarding, employee relations, benefits administration, and maintaining personnel files.
- Managed fiscal responsibilities for grants, including budgeting, tracking expenses, and preparing reports to ensure compliance with funding requirements and proper allocation of resources.
- Exemplified exemplary customer service to clients with developmental disabilities, guiding them through accessing programs and resources to achieve homeownership.

Multiple Promotions

Department of Veterans Affairs | October 2007 – November 2011

Leveraged diverse skills and expertise delivering impactful results across multiple functional areas: Program Administration, Procurement, Clinical Management, Employee Relations, and Human Resources. *Awards include Outstanding Performance Rating (2), Special Contribution Award, Emerging VA Leadership Program Graduate.*

- Supported data collection and analysis to inform program decisions, enhance effectiveness, and resolve administrative challenges, while managing records to ensure compliance with federal standards and alignment with organizational goals.
- Oversaw procurement processes, ensuring timely payments and vendor compliance with federal guidelines, monitored expenditures, reconciled statements to maintain budget accuracy, and delivered comprehensive reports for leadership.
- Directed administrative functions across multiple clinics, ensuring accurate record-keeping, efficient workflows, and revamped patient care delivery through collaboration with clinical teams to streamline operations.

- Resolved labor disputes, advised on contractual rights, and fostered collaboration between union members and management, ensuring compliance with labor agreements while directing onboarding, personnel management, and employee relations initiatives to enhance retention and workplace support.

Property/Business Manager

Multiple Management Companies / September 2002 – June 2007

- Supervised on-site property teams, established operational benchmarks, and strategically allocated resources to achieve organizational goals while mitigating risks and ensuring compliance with housing regulations.
- Managed hiring and training activities, fostering a high-performance team by providing ongoing guidance and development to staff, ensuring alignment with organizational objectives.
- Oversaw complex financial duties, including budgeting, contract management, and client relations, achieving a 95% net collection rate through effective financial management and proactive tenant engagement.
- Cultivated strong tenant relationships, conducted application assessments, monitored market trends to enhance occupancy rates and represented the company during unemployment claims and appeals hearings.

Medical Administrative Specialist

United States Air Force / October 1995-December 2004

- Managed administrative operations for healthcare facilities, ensuring strict compliance with federal and military standards to maintain high-quality care and operational efficiency.
- Provided clinical leadership by implementing process improvements that streamlined workflows, enhancing patient care delivery and optimizing facility performance.
- Led initiatives to improve operational efficiency, reducing administrative bottlenecks and enhancing overall patient experience within the healthcare system.
- Recognized for exemplary service with multiple commendations for outstanding contributions to mission success and healthcare administration.

Commendations: Air Force Achievement Medal, MS War Medal, Mississippi Longevity Medal, Air Force Longevity Service Award, Air Reserve Forces Meritorious Service Medal, The Army Service Ribbon, The Outstanding Unit Award (w/2d), National Defense Service Medal