

# Witney Davis

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## Professional Summary

I'm a compassionate leader with over a decade of senior experience in the non-profit and higher education sector. My managerial style is focused on team development, operational strategy, and service excellence. Helping people achieve their goals is my job.

## Education

**Master of Science, Human Resource Development**  
Idaho State University, 2023

**Bachelor of Arts, English, Creative Writing**  
Boise State University, 2015

## Experience

**Assistant Director of Testing Services**  
College of Western Idaho, Boise, ID  
2021-Present

- Oversee testing operations serving hundreds of students monthly, ensuring compliance with academic and national testing standards.
- Lead a single team across two locations in delivering high-quality service through training, performance coaching, and professional development.
- Spearheaded recertification with the National Collegiate Testing Association (NCTA), ensuring continued compliance and elevating institutional standards.
- Developed and launched a digital employee training and resource center, thereby streamlining on-boarding and increasing knowledge retention.
- Collaborate cross-functionally with academic departments to improve access to testing and expand service offerings.

## Core Competencies

- Organizational Leadership
- Team & Employee Development
- Cross Functional Collaboration
- Training Program Design & Delivery
- Project & Event Management
- Operational Efficiency
- Process Improvement
- Change Management
- Human-Centered Communication

## Accomplishments

- Successfully led department through NCTA recertification with zero deficiencies.
- Reduced turnover rate in Testing Services department by 75% through fostering employee growth and development, and focused training initiatives.
- Project Lead, *One Stop Training Initiative*: designed and delivered employee onboarding program for new staff that aligned to organizational service goals.
- Built and scaled an internal employee training platform that reduced on-boarding time by 50%.
- Consistently recognized for creating inclusive, high-performing teams through empathetic leadership and strategic vision.
- Board Member, *Pets for Vets* (2023-2024): Supporting Veteran Reintegration and animal rescue efforts.

## Experience (continued)

### **Senior Representative, Admissions & One Stop Student Services**

College of Western Idaho, Boise, ID

2018-2021

- Led student support initiatives in a high-volume service center, integrating admissions, advising, and financial aid services.
- Designed and implemented a comprehensive staff training curriculum, aligning with institutional goals and improving employee performance.
- Recognized for exceptional customer service and operational problem-solving in high-pressure environments.

### **Executive Assistant & Conference Planner**

Matrix AMC / American College of Veterinary Ophthalmologists, Boise, ID

2015-2017

- Managed logistics for national veterinary conferences, coordinating speakers, venues, and vendor contracts.
- Supported board members and executive leadership in planning strategic meetings and stakeholder communications.
- Enhanced participant experience through detailed event planning and customer engagement strategies.

### **Administrative Director, Client Services**

The Letterhead Fonts Company, Boise, ID

2013-2015

- Administered wide range of support operations for a team of independent contractors while, managing day-to-day operations with a focus client satisfaction.
- Website editing, product marketing, and creative design.

References upon request