

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