

CONTACT

KEY ACHIEVEMENT

From 2015-2019.

- Process re-structured the KS admissions group to enable reengineered admissions processing.
- Created cross functional working groups for inclusive process reengineering.
- Lead enterprise-wide work teams to determine tactics to align to Strategies.
- Restructured group from functional support to client-based support.
- Incorporated technological improvements. On-line Conflict of Interest, Robotic Processing Automation.
- Increased efficiencies, reduced redundancies resulting in staff reduction from 72 to 61.
- Shift processing that resulted in significant paper reduction.

From 2002 – 2014.

- Reorganized the Financial Aid & Scholarship Services division to increase processing accuracy and efficiency.
- Reorganized the Purchasing Division to increase purchasing power and reduce costs through consolidated purchasing. Reduced inventory of office supplies and shifted to direct just-in-time purchases.
- Shift from paper purchase requisitions to on-line.
- Established the Fraud Process in Financial aid processing.
- Implemented new scholarship programs, reported outcomes and measures.

Prior to 2002.

- Drove industry shifts from chlorine gas to industrial grade bleach.
- Shifted branded fertilizer production to increase profits and shelf-life (mainland packaging & plastic bags).
- Shifted plantation fertilizer from dry to liquid. Shifted off bulk fertilizer shipments to container.

Joy S. Kono **GOV. MSG. NO. 720**

WORK EXPERIENCE

Various positions *2002 to Present*
Kamehameha Schools, Honolulu, HI

Sr. Director, Education Support Services and Group Operations *2015 - present*

Worked 40-50 Hours per week

- Manage and supervise operations of 61 staff to support the education systems in admissions, financial aid, scholarships and ancestry verification as the support office for education across the state.
- Direct oversight of processes that support KS Education by centralizing services to ensure processes are efficient, free of tampering and done consistently and timely.
- Acts as the central point of contact for all of education programs through communication and facilitation to collaboratively address challenges.
- Ensure that KS values are embedded and exhibited through-out customer service to all constituents (internal and external)
- Realign process and policies to create efficiencies in all business practices
- Lead and facilitate visioning process to accomplish strategic initiatives
- Network with preschool, K-12 institutions and colleges out side of KS.
- Manage a budget of \$65M for programs and operations
- Use analytics to determine trends and forecast for future planning

Interim Vice President of Administration *2014-2015*

Worked 45-60 Hours per week

- Oversight of six (6) divisions managing 240 staff
- Lead and managed strategic direction for each division
- Provided alignment and change management leadership to groups toward shifting to fulfill the SP2020 goals
- Created a foundation for high performing division leads by accountable and strategic leadership in the units
- Provided direction for operational controls by raising process efficiency challenges to leaders

Director of Financial Aid & Scholarship Services *2005-2014*

Worked 45 Hours per week

- Managed 23 regular staff and up to 16 temporary staff for seasonal processing
- Managed the process for awarding financial aid & scholarships to over 8000 campus student recipients that represented over \$46M annually
- Processed awards aligned with the policy and procedures for established for financial aid and scholarships meeting compliance standards

SKILLS

- Processing re-engineering for increased efficiency
- Organizational Management – reorganize and restructure groups for increased efficiency, technology incorporation.
- PROSCI Change Management, Certified 2019
- Change Cycle certified 2008
- Facilitation – advanced level
- Collaborative
- Innovative
- Analytical
- Microsoft Office Suite proficient

WORK EXPERIENCE (continued)

Purchasing Manager

2002-2005

Worked 40-60 hours per week.

- Managed a staff of eight (8) and purchases of \$50M in goods and services for 29 preschool sites and three (3) campuses
- Developed and created documentation for processes in alignment with policy
- Negotiated multi-year million-dollar service contracts for copiers, consultants, advertising, fleet procurement, etc.
- Restructured department in 2002 to meet the needs of the organization
- Designed and implemented the on-line requisition system

Group Fitness Instructor

2018 - Present

UFC Gym (indoor cycling)

Brewer Environmental (BEI)

1987 - 2002

Various positions.

EDUCATION

Masters of Business Administration

Santa Clara University, California

Bachelors of Science

University of Hawaii, Manoa

Community Service/Organizations

- 2001, 2002 VP and Treasure of the Hawaii Farm Bureau Federation
- 2000 Chair & Board member of the Agriculture Leadership Foundation of Hawaii (ALF)
- 2001-2003: Co-Chair of Hawaii Farm Bureau Federation State Farm Fair
- Former 4-Her and Future Farmers of America
- Super Donor, Blood Bank
- Volunteer: Bella Project & Farm Fair

HOBBIES & INTERESTS

- Reading
- Traveling
- Hiking
- Cycling
- Cooking
- Health and fitness
- Yoga