

IRIS N. STEWART

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SUMMARY OF QUALIFICATIONS

Skillful and dedicated Chief of Staff with extensive experience in the coordination, strategic planning, and support of daily operational and administrative functions.

- ❖ Highly focused and results-oriented in managing complex projects and deadline-driven operations.
- ❖ Able to identify goals and priorities and resolve issues in initial stages.
- ❖ Successfully developed, maintained, and strengthened business and external relationships with advisory board members, donors, internal and external partners.
- ❖ Demonstrated capacity to provide comprehensive management of administration at two campuses;
- ❖ Overall management responsibility including: organizational leadership, budget preparation, on-site coordination, and management of cross-functional teams.
- ❖ Proven track record of accurately completing research, reporting, information management, marketing, and business-development.
- ❖ Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.

PROFESSIONAL EXPERIENCE

DESERT RESEARCH INSTITUTE (DRI) – Reno, Nevada

January 2015 to Present

Chief of Staff to the President

- ❖ Attend strategy planning meetings with the President to effectively plan his time;
- ❖ Provide information and deliverables to help him be more productive and effective;
- ❖ Ensure we have clear action items and follow-up after all meetings;
- ❖ Attend various executive meetings to keep a pulse on our business and help connect the dots with others across the institute;
- ❖ Manage daily operations of the President's office, keep the President on schedule, and oversee both Reno and Las Vegas offices;
- ❖ Delegation of duties across the appropriate department personnel;
- ❖ Represent the President's office to external entities, other NSHE institutions as well as internal departments and units on campus;
- ❖ Serve as part of the President's Senior Leadership Team;
- ❖ Work closely with Development and Communications staff to strategize on how best utilize the impact of the President;
- ❖ Supervise five administrative staff.

SYRACUSE UNIVERSITY – Syracuse, New York

February 2007 to January 2015

Director of Administrative Operations, School of Information Studies

- ❖ Manage daily operations of the school, keep the dean on schedule, and oversee office in her absence;
- ❖ Increased the efficiency of planned events at the iSchool and have reduced planning costs by 30%;
- ❖ Work closely with Assistant Dean for Administration on budgetary items and approving expenses;
- ❖ Delegation of duties across the appropriate department personnel;
- ❖ Represent operations (dean's office) to other departments and units on campus;
- ❖ Give regular updates and progress reports to the dean;
- ❖ Solve disputes that arise between employees or departments and make sure the daily work is not hampered;
- ❖ Interface with Development, Communications, Alumni Relations, faculty and staff;
- ❖ Supervise three receptionists/administrative assistants;
- ❖ Participated in search committees for various hirings in the iSchool;
- ❖ Co-Managed the #140Cuse Conference and managed several small conferences sponsored by the iSchool.

Plan, develop, and manage activities for external advisory board as well as act as liaison between external advisory board and senior management across campus. Coordinate the complex schedules of the Dean, Chair and Vice Chair of external advisory board. Coordinate and plan external advisory board bi-annual meetings in cities across the United States.

RICHARD N. KATZ & ASSOCIATES – Boulder, Colorado
Market Research Consultant in Higher Education

March 2011 to Present

- ❖ Strategic interviewing, surveying, forecasting, competitive assessment, content analysis, and focus groups in various higher education systems across the United States.
- ❖ Interviewed all facets of the institutional community from college presidents and senior administrators to faculty members, department staff, and students; in one-on-one and group situations.
- ❖ Assisted the clients to define their research objective with respect to sales, marketing, and determining potential opportunities and threats to the business.

BOND, SCHOENECK & KING - Syracuse, New York

August 2000 to February 2007

IT Support Specialist

- ❖ Was an active part of the IT team that supported and maintained the LAN, WAN and communication solutions throughout the firm. Helped manage hardware and software solutions (Windows workstations, Windows servers, AD, databases, printers, network equipments etc.).
- ❖ Provided technical support for the installation, configuration and maintenance of all firm-owned client and server equipment and associated software.

EDUCATION

Syracuse University

B.S. - Information Management & Technology

Western Governors' University

M.S. – Management and Leadership