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## NORA KETRON

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## OBJECTIVE

A skilled team and project manager with 15 years of leadership experience seeking a community-focused position with creative potential and broad impact. Core skills cover a wide range of business objectives, creative functions, and problem-solving capabilities. Industry experience spans retail, insurance, HR, and healthcare administration.

## SKILLS

Collaborative problem solving  
Employee benefits  
Hiring and staffing  
Leave of absence management  
Marketing strategy  
Operations management  
Organizational planning  
Personnel management  
Product development  
Project management  
Professional writing  
Public speaking  
Training and education

## PROFESSIONAL DEVELOPMENT

Unum Aspiring Leaders Program- year long leadership training program, 2015  
Certified Administrative Professional, 2021

## EXPERIENCE

**ADMINISTRATIVE SPECIALIST • UTC LIBRARY, DEAN'S OFFICE • 2020 TO PRESENT**  
Clerical and administrative support across personnel, payroll, budget and purchasing, facilities management and library programming. Two interim additional duty appointments during tenure focused on facility management and coordination of the Desks & Patron Experience Team.

**BUSINESS MANAGER • STAR LINE BOOKS • 2019**  
Oversight for all business needs and initiatives to include accounting functions, business development, marketing, community outreach, web and social media management, author programs and event management.

**MANAGER AND PROJECT LEAD • UNUM • 2011 – 2018**  
Account management, business unit marketing strategy, business unit hiring strategy and recruitment programs, developed numerous procedural and training initiatives, collaborated on strategic planning.

**BUSINESS MANAGER • MADIA'S HEALING ARTS STUDIO • 2008**  
Responsible for accounting functions, business development, marketing, community outreach, contract employee management, facilities and retail management.

**MANAGER • GREENLIFE GROCERY/WHOLE FOODS • 2004 – 2011**  
Responsible for enterprise-wide hiring and recruitment, full operational management responsibilities, enterprise level accounting functions.

## EDUCATION

**MPA, MASTER OF PUBLIC ADMINISTRATION • IN PROGRESS • UNIVERSITY OF TENNESSEE AT CHATTANOOGA**  
Generalist with concentration in human resources functions and I-O psychology.

**B.S. SOCIOLOGY, ANTHROPOLOGY • 2007 • UNIVERSITY OF TENNESSEE AT CHATTANOOGA**  
Women's Studies Minor; research focus: gender, health, and education.

## VOLUNTEER EXPERIENCE

UTC Career Development Success Center- 2016-2017  
Chattanooga Girls Leadership Academy- 2016-2017  
Chattanooga's Kids On The Block- 2009  
Caribbean Student Environmental Alliance- 2007