

## Contact

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[www.idot.illinois.gov/](http://www.idot.illinois.gov/) (Company)  
[www.diversityagreementspcs.com](http://www.diversityagreementspcs.com)  
(Company)  
[diversityagreement.wix.com/professional-v-w](http://diversityagreement.wix.com/professional-v-w) (Portfolio)

## Top Skills

Microsoft Office  
Windows  
Mac OS X

## Languages

Spanish  
English (Native or Bilingual)

# Veronica Williams

Public Administrator, Communications, Contractual Law, Program and Project Management

Springfield, Illinois

## Summary

**Performance Management:** Ensure vendor compliance with service levels, validate monthly performance measures, assess financial penalties, and manage service level methodology.  
**Procurement of Additional Services:** Manage procurement processes to ensure timely and accurate completion of work orders, scope and statements of services.  
**Value Realization:** Enforce contractual provisions to ensure continuous improvement and expected financial savings.  
**Dispute Resolution:** Resolve contractual and financial disputes with vendors, consultants and contract service providers.  
**Subject Matter Expertise:** Serve as contractual expert in all areas of the outsourcing service agreements.  
**Agreements & Amendments:** Negotiate contracts, supplements, grants and amendments as needed. National Honors Society 2001, Illinois Legislative Shadowing Program 2004, Graduate Public Service Internship 2005, Legislative Assistant for the Illinois General Assembly 2005, and Springfield Business, Journal October 2014, 2015, Graduate of the 2016 Leadership Springfield Program, 2016 40 Under 40 Award recipient.

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## Experience

Illinois Department of Transportation  
Agreements & Projects Technical Manager-Illinois Department of Transportation

2016 - Present

Springfield, Illinois Area

Draft, review and negotiate contracts to attain achievable risk levels. Review supplier terms and conditions and recommend innovative ways to deal with contract requirements. Negotiate contract terms, payment structure and reimbursement. Communicate with co-workers and management on data input or file maintenance. Manage daily Contract Status and Affirmation reports with descriptions on aging trades to comply with Sarbanes Oxley reporting. Comply counterpart contract terms with legal requirements and

policies. Initiate and implement performance reviews, contract compliance reviews for state commissions and utilities. Offer project management on contract compliance services and internal control reviews. Communicate with clients to manage expectations, lead change efforts and ensure satisfaction. Initiate to gather data, analyze, interpret and formulate conclusions and suggestions. Develop solutions for complex client situations to meet goals and objectives. Develop work plans and coordinate daily fieldwork and project team efforts. Handle data analysis, interpretation and process design interviews for clients. Communicate with client management. Monitor client expectation scope on generated results' delivery. Measure project progress, client benefits and budget expectation achievement through proprietary tracking tools. Handle proposals and business development calls with partners and senior managers. Manage, develop and mentor staff to assess engagement performance and year-end reviews. Attend professional development events and training seminars regularly. Confirm to professional standards and strict client confidentiality.

### **Illinois State Board of Education**

#### **Principal Consultant- Contracts Coordinator**

**May 2006 - May 2016 (10 years 1 month)**

Springfield, Illinois Area

Manage day-to-day vendor issues like bill invoicing, pricing contract amendments and disputes. Manage vendor on-boarding and off-boarding. Determine cost saving opportunities and pricing optimization strategies. Manage agency engagement standards enabling positive experience during settling client expectations. Handle contract administration function, contract archive and repository. Prepare and assess SOW, RFIs, RFQs and RFPs. Oversee vendor renewal and close-out process and close contracts. Negotiate contracts with core and commodity vendors. Engage in front-end assessments of business pursuits, RFPs analysis and proposal reviews. Handle sourcing phase of vendor management lifecycle. Draft requisitions; create change order documentation and track budget and payments. Draft requisitions; create change order documentation and track budget and payments. Allocate final and warranty inspections of completed projects. Handle purchasing process, accounts payable process and track budget expenses. Inspect, read, edit and verify documents and assess data. Track contract status and contracts through implementation process. Handle both hardcopy and electronic filing processes. Negotiate company's individual contracts and oversee contract compliance. Use Marketplace Contract Information System

to investigate applicable contracts. Record annualized cost savings in Excel spreadsheet format. Coordinate with Accounts payable and vendors to resolve invoicing discrepancies. Investigate and follow-through on contract issues. Enable and cooperate with departments like Legal, Operations, Credit and Accounting. Handle multiple projects in fast paced team environment. Advise and interpret contract requirements, obligations and risks. Confer with management on amendments and settlements. Create and communicate concise and consistent contract provisions. Devise logical approaches and suggest to address complex issues.

### Springfield Urban League

21st Century Program Coordinator-Springfield Urban League  
May 2005 - May 2006 (1 year 1 month)

Development and monitoring of on-site program budgets and expenditure and coordinate with Program Director and ensure effective program implementation. Maintain records of all payments manage all change requests and perform research on all grant issues and prepare monthly records for all grant related activities. Administer grant records and evaluate financial reports to analyze all annual progress and perform review on grant expenditure. Evaluate all research and monitor all results in coordination with managers and manage all communication with researchers and accounting departments. Analyze all processes, provide enhancements to all grant programs if required and manage all grant management processes according to policies and procedures. Collaborate with staff and board members; prepare internal reports for same and submitted status reports to seniors as required. Evaluate all budgets and analyze all costs according to budget and ensure work within appropriate deadline. Monitor and analyze all budget trends and make recommendation for cost control for various grants. Maintain and documents spreadsheets for all billings and prepare appropriate reports for cost allocation. Design and implement program objectives and manage on-site staff.

### Caterpillar Inc

Human Resources Assistant  
August 2004 - May 2005 (10 months)

Arrange and configure technical requirements for assigned projects. Develop technical estimates, schedules and projects in conjunction with technical department. Coordinate with Technical Director to schedule tasks for technical staff to effectively utilize human resources. Oversee entire aspect of technical events and setups to conduct events efficiently. Provide technical support to manage various events as per customer requirements. Assist external

technical to resolve complicated issues as per Chief Technical Officer's directives. Participate in production meetings to discuss various aspects and issues regarding event management and provide suggestions for same. Coordinate with production engineers, artists and other technical staff to ensure resolution of all issues within timeframe and manage optimal working of all projects. Develop and implement overall operational and strategic global plan to streamline company's projects according to established goals. Collaborate with technology group and production artists to coordinate entire aspects of staging events in timely manner. Monitor studio's production work and prepare schedule to provide support to production to integrate technical components in production process. Prepare and implement integration tests, design custom tools, report all bug and prepare software scripts to facilitate shot progression in technology environment. Design and implement new technologies and perform analytical studies as per requirement.

#### Caterpillar Inc

##### Communications Specialist

May 2004 - August 2004 (4 months)

Install, monitor and perform tuning of SQL Server based applications. Perform system administration, website and database related tasks. Install, upgrade and administer business tools and applications. Maintain and provide daily system support. Install and configure infrastructure and develop environment. Interface with end-users to understand their needs and requirements. Develop robust database structures, theories, principles and practices. Develop SQL Server 2005 Stored Procedures and triggers. Modify and fine tune database programs to enhance processing performance. Coordinate with all sales staff in different geographical areas and implement all strategies. Monitor all activities associate with business operations and ensure compliance to all accounting principles in everyday transactions on all global accounts. Ensure optimal level of customer services and provide efficient training to all staff members and ensure effective deliverables. Manage all communication with staff and maintain knowledge of all employee performance and ensure achievement of all business objectives. Monitor effective implementation of all projects and recommendation to improve operations and increase profit. Maintain all client global operations and processes according to required standards and maintain consistency in same. Coordinate with all sales staff in different geographical areas and implement all strategies through online website. Prepare all documents for all global processes and policies and make necessary recommendations to improve processes. Monitor all activities associate with business operations and ensure compliance to all accounting

principles in everyday transactions on all global accounts. Monitor effective implementation of all projects and recommendation to improve operations and increase profit. Maintain all client global operations and processes according to required standards and maintain consistency in same.

### **Social Security Administration**

#### **Claims Representative**

May 2003 - May 2004 (1 year 1 month)

Richfield and Decatur, IL

Maintain technical knowledge and evaluate all claims and facilitate reduction in loss ratio and investigate all losses and prepare required information. Gather all required information for claims, record statements and prepare all reports and evaluate all benefits for set reserves. Verify all claims and charges for medical providers. Analyze all claims and deny coverage if required and settle all claims according to authority and identify all potential issues in claims and perform research on same to resolve it effectively. Coordinate with claim department and resolve any special issues. Administer receivables for all claim department through determine workflow and ensure compliance to all state regulations. Collaborate with higher technical claim personnel and ensure handling of files properly and evaluate all loss for claims and initiate procedures to facilitate recovery. Manage all claim files for residual periods and ensure accuracy in same and monitor all payment and denial of claims and coordinate with manager for same. Coordinate with health and repair facility and perform all necessary report and notify all underwriting for any risk and ensure accuracy in all code data.

### **University of Illinois**

#### **Multi-Media Specialist**

May 2001 - May 2004 (3 years 1 month)

Conceive and design editorial illustrations and layouts. Convert layouts, illustrations, drawings into graphics or web artworks. Translate program visions, facts, and other data into graphic depictions. Develop graphics presentations into live visuals with emphasis on moods, insights and other artistic impressions. Assist and support other visual artists in executing projects. Draw illustrations for brochures, posters, magazines and handbooks. Organize graphic materials, drawings, specifications and layouts. Create logos and icons for clients and their business units. Develop and build visual presentations for client briefings. Provide graphics and multimedia support to other multimedia professionals. Train and instruct students, learners and end-users in computer operations. Design and develop computer instructional



material useful for end-users and learners. Design, implement and administer training schedules. Evaluate and assess student progress. Implement new technologies and methodologies in training issues. Brief and instruct end-users on new technologies, software programs and applications. Coordinate with customer analysts to develop new course material. Assist and support other personnel in classroom management. Review and evaluate customer needs and design appropriate course material. Integrate best practices in training schedules and procedures and issues.

**Illinois Department of Human Services**  
**Graduate Public Service Intern-GPSI**  
**May 2002 - May 2003 (1 year 1 month)**  
Springfield Illinois Area

Provided research for the department of Community Relations. Researched requests for Freedom of Information Act (FOIA). Created and organized press releases, multimedia and public relations materials. Assist Graphic Designer in designing and developing computer graphics. Create graphic packages by utilizing packaging templates. Assist in the development of graphical presentations. Plan, design and develop graphics based on customer requirements. Update the company website with graphics and multimedia. Assist in the production and colorways of the new products. Coordinate with other departments for smooth functioning. Produce high quality artwork within agreed deadline using various software applications. Perform reviews of artwork to ensure technical accuracy of the layouts. Dispatch accurate PDF artwork to dealers, external printers, and distributors within the deadline. Maintain and manage video, digital files and artworks. conceive and design editorial illustrations and layouts. Convert layouts, illustrations, drawings into graphics or web artworks. Translate program visions, facts, and other data into graphic depictions. Develop graphics presentations into live visuals with emphasis on moods, insights and other artistic impressions. Assist and support other visual artists in executing projects. Draw illustrations for brochures, posters, magazines and handbooks. Organize graphic materials, drawings, specifications and layouts. Create logos and icons for clients and their business units.

**Mid-America Advertising and NovaTech Technologies**  
**Graphic Designer/Educational Instructor**  
**May 2001 - May 2002 (1 year 1 month)**  
Springfield Illinois Area

Train and instruct students, learners and end-users in computer operations. Design and develop computer instructional material useful for end-users and learners. Design, implement and administer training schedules. Evaluate and assess student progress. Implement new technologies and methodologies in training issues. Brief and instruct end-users on new technologies, software programs and applications. Coordinate with customer analysts to develop new course material. Assist and support other personnel in classroom management. Review and evaluate customer needs and design appropriate course material. Integrate best practices in training schedules and procedures and issues. Conceive and design editorial illustrations and layouts. Convert layouts, illustrations, drawings into graphics or web artworks. Translate program visions, facts, and other data into graphic depictions. Develop graphics presentations into live visuals with emphasis on moods, insights and other artistic impressions. Assist and support other visual artists in executing projects. Draw illustrations for brochures, posters, magazines and handbooks. Organize graphic materials, drawings, specifications and layouts. Create logos and icons for clients and their business units. Develop and build visual presentations for client briefings. Provide graphics and multimedia support to other multimedia professionals.

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## Education

### University of Illinois

Masters of Legal Studies, Intellectual Property Law · (2007 - 2009)

### University of Illinois

Masters of Public Administration, Business Administration and Management, General · (2003 - 2005)

### University of Illinois

Bachelors of Arts, Communications · (2001 - 2003)

### Aurora University

Associate's degree, Communication and Media Studies · (1999 - 2001)

### Richwoods

Diploma