

# Johnnie Leigh McElvain

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Operations & Process Documentation | Information Architecture | Program Coordination

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## PROFESSIONAL SUMMARY

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Operations and communications professional with 13+ years in regulated enterprise environments, specializing in workflow design, process documentation, cross-functional coordination, and compliance-driven content development. Proven track record translating complex operational systems into clear, actionable frameworks for diverse stakeholders. Skilled at building scalable SOPs, training materials, and event infrastructure from the ground up. Currently pursuing a B.S. in Technical Communications (ASU) and Google UX Design certification.

## CORE COMPETENCIES

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Process Documentation & SOP Development | Information Architecture & Workflow Design | Cross-Functional Coordination | Event & Program Lifecycle Management | Regulatory Compliance Documentation | Training Material Development | Budget Reconciliation & Vendor Management | Stakeholder Communication | Data Visualization & Reporting

## PROFESSIONAL EXPERIENCE

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### Events & Operations Manager | *Global 500 Consumer Products Company* 2020 – Present

- Lead end-to-end planning and execution of national and regional professional events, coordinating across 10+ internal departments and 30+ external vendors
- Architected event operations infrastructure: SOPs, runbooks, master timelines, and vendor coordination frameworks adopted as departmental standards
- Manage multi-six-figure event budgets; built reconciliation tracking systems that reduced billing discrepancies and improved forecast accuracy
- Developed compliance-aligned documentation for regulated product launches, translating technical requirements into clear stakeholder-facing materials
- Serve as primary cross-functional liaison for marketing, field education, logistics, legal, and executive leadership on all event deliverables

### National Education Coordinator | *Global 500 Consumer Products Company* 2017 – 2020

- Designed and managed national training and certification program infrastructure for a field education network spanning multiple U.S. markets
- Created curriculum frameworks, facilitator guides, and participant materials supporting compliance-driven professional development
- Built scheduling, registration, and reporting systems that scaled program capacity and reduced coordination overhead
- Collaborated with product, regulatory, and marketing teams to ensure education content met accuracy and compliance standards

### Technical Support & Administrative Coordinator | *Global 500 Consumer Products Company* 2012 – 2017

- Served as operational backbone for regional field teams: scheduling, correspondence, data entry, vendor coordination, and event logistics
- Developed internal reference documents, quick-reference guides, and process maps that reduced onboarding time for new team members
- Managed multi-channel customer and field communications with high volume and consistent accuracy
- Supported compliance documentation workflows, ensuring records met audit and regulatory requirements

## **Technical Advisor & Field Educator** | *Professional Services — Consumer Products* 2006 – 2012

- Delivered technical instruction and product education to professional audiences across regional territories
- Developed hands-on demonstration materials and written reference guides adapted for varied skill levels
- Built and maintained ongoing client relationships, providing troubleshooting support and program follow-through

## **EDUCATION & CERTIFICATIONS**

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**B.S. Technical Communications** — *Arizona State University* In Progress

*Completed coursework: Grant & Proposal Writing, Data Visualization, Web Authoring, Technical Writing*

**A.A. — El Camino College** Completed

**Google UX Design Certificate** — *Google / Coursera* In Progress

## **TOOLS & SYSTEMS**

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Microsoft Office Suite (advanced) • Google Workspace • Asana / Project Tracking Platforms • Budget & Reconciliation Systems • Event Management Software • CMS / Web Authoring Tools • Data Visualization Platforms