



Nikki Armstrong

Consultant & Facilitator

BACKGROUND SUMMARY

Nikki has over 30 years of experience guiding individuals and organizations to become more strategic, collaborative, and productive through effective business analysis, process improvements, project management, leadership, and relationship building. She has assisted over 100 organizations across a spectrum of industries, including manufacturing, insurance, finance, and biotech, in developing practical skills and enabling their enterprises to evolve the way they work and increase the value they deliver. Nikki has a unique background with business, IT System Analysis, and Design and Development experience. She has guided companies of varying sizes and phases, from large Fortune 100 companies to small MSP organizations, from first concept to detailed data mapping and requirements writing, through the implementation of new businesses and automated systems.

SELECT EXPERIENCE

Partner
Facilitator
Coach
Project Manager
Business Analyst
Senior Consultant

CORE COMPETENCIES

Mentoring/Coaching
Lean Six Sigma
PMP Certified Project Management Professional
DALSM - PMI Disciplined Agile Lean Scrum Master
MBTI Certified Practitioner Step I & II (Optimizing Team Performance Program)

EXPERTISE & ACHIEVEMENTS

- **Facilitated Strategy Deployment sessions**, providing a forum for open conversation and feedback between leadership and their direct reports regarding vision/goals, to clarify meaning, build commitment, and agree on what each direct report will be accountable for delivering (leveraging 6As or ADKAR throughout any transformation to ensure change is adopted and sustained long-term, ensuring clarity, commitment, and agreement, so the organizational goals can be disseminated to the next level of leadership on down without misinterpretation)
- **Coach executives** through the process of identifying and communicating their vision, providing a forum for discussion, negotiation, and clarification with their direct reports
- **Managed teams** of consultants and customers on business process improvements, system enhancements, and new systems development projects
- **Project Management training and mentoring** for a Finance Department with a 20,000-hour project that implemented new tax legislation and allowed state income taxes to be processed
- **Software application support** for scientists, statisticians, and staff in the Plant Breeding, Research, and Biotechnology divisions of an agribusiness company, resulting in better access and analysis of data, improved decision making, and a significant reduction in manual effort

PROFESSIONAL HIGHLIGHTS

Consulting, Various Companies: Nikki has worked with clients to coach, facilitate, lead, and mentor them to success and sustainability. Using a proven proprietary approach, customized for each client, Nikki has guided leaders to a values-based leadership presence, connecting purpose, process, and people to achieve unprecedented performance. She has facilitated Strategy Deployment, implemented Kaizen, 5S, Kanban, Value Stream Mapping, and other Lean Six Sigma tools, allowing companies to stabilize processes and ensure production process consistency, building employee trust, sense of ownership, engagement, confidence, and performance improvements.

Large Credit Services Company: Nikki facilitated process mapping and SWOT analysis of all accounting processes for a large credit services company. Within a few weeks, one process improvement reduced monthly department effort by several hundred hours, and the prioritized process map was utilized by the 100+ member department for several years. As a Project Manager, Nikki ensured all project deliverables, including project management, workflow analysis, and requirements documents. She met the client's needs and ISO 9000 standards.