

NAKENGE ROBERTSON

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EDUCATION

AMBERTON UNIVERSITY (Dallas, TX) 11/2000, **Masters of Business Administration**

NORTH CAROLINA A&T STATE UNIVERSITY (Greensboro, NC) 12/1996, **Bachelors of Science - Business Management**

SELECTED ACCOMPLISHMENTS

- Presented Miami Quality Rating Improvement System project findings at the 2011 National Smart Start Conference
- Led the planning of the UNC Carolina Black Caucus 40th Anniversary Celebration for over 200 guests from across North Carolina
- Recaptured \$800,000 in revenue of potential charge offs from an acquired bank
- Successfully implemented 5 merger and acquisition system conversions for various treasury products

PROFESSIONAL EXPERIENCE

UNC-Chapel Hill (FPG Child Development Institute) – Research Assistant/Project Coordinator **11/2008 - Present**

- Developed, implemented, and maintained 3 project databases containing 1000+ research subjects
- Served on the Frank Porter Graham Child Development Institute Management Team
- Oversaw scheduling for meetings, data collector site visits, stakeholder interviews and focus groups
- Managed onsite and offsite research staff, as well as organizing logistics and scheduling for data collection
- Administer data, written and oral communications with participants according to Internal Review Board regulations
- Manage, collect and analyze project data from surveys, interviews, and focus groups to include in finding in reports to funders
- Co-author quarterly and annual research project reports submitted to funders
- Partner with the data management team to establish reporting requirements
- Facilitated a book discussion with Scientists, Investigators, and staff centering around ethics and research issues

Bank of America – Project Analyst (Contract) **10/2004 – 8/2006**

- Prepared data and reports daily/weekly to assist management with pending decisions and provide project status
- Maintained the project database which contained 8000 clients system conversion status and daily progress
- Performed ad hoc reporting for management and project team to support 5 nationwide system conversion

Bank of America – (Assistant Vice President) Marketing Product Manager **11/2000 – 8/2004**

- Generated business-to-business annual revenue of \$22 million for assigned products
- Owned assigned products through the entire product life-cycle, from concept through deployment and measurement
- Produced communication plans, developed internal and external marketing materials, and prepared Request For Proposal's
- Developed long-term strategic product plans to achieve desired product position
- Performed forecasting of products and analysis of revenue history and current client product usage
- Created and implemented pricing strategies for assigned products and services annually
- Liaison between project team, marketing, sales, customer support, and clients

Bank of America – Management Associate Program (Asst. Operations Manager & Business Support Consultant) **1/1998 – 10/2000**

- Managed an operations staff of 43 associates
- Facilitated and served as a liaison between managers and employees to assist employee relations
- Developed a post-merger and acquisition plan to resolve previous bank teller errors that were being charged to the bank
- Consulted management annually to assess departmental training needs, resulting in the design and implementation of a training plan
- Delivered classroom leadership and team building curriculum for management and employees

VOLUNTEER/COMMUNITY SERVICE

UNC Chapel Hill Employee Forum Delegate **5/2015 - Present**

UNC Chapel Hill Carolina Black Caucus/CBC (Steering Committee Board Member) **8/2010 – Present**

Mocha Moms Inc. Durham, NC Chapter (Membership Chair) **1/2011 – 12/2012**

FAAN 2010 Walk Leadership Committee - (Leadership Planning Committee) **3/2010 – 11/2010**