

COMPANY OVERVIEW

CROSSING CHANGE helps leaders manage change and run projects more effectively — using a proprietary system that turns an organization's own experience into the foundation for how it executes. She works by first surfacing what a team already knows, then turning that knowledge into the action plan, training, or hands-on support a situation calls for — scoped to the organization's own goals and timeline, delivered on-site, virtually, or in a hybrid format, depending on what fits.

CORE COMPETENCIES

- **Change Management** — leading teams through organizational transitions
- **Project Management** — planning, execution, and training that keeps efforts on schedule
- **Training Design** — customized project management and change management instruction built around a team's real work

DIFFERENTIATORS

- **Structured Lessons Learned Facilitation** — guided sessions that convert lessons learned into a clear, usable plan (Lessons Learned Labs™)
- **Six-Step Lessons-to-Action System** — a self-guided system that activates lessons learned on the team's own timeline (ACTIVATE System™)
- **Customized Project Management & Change Management Training** — training built around an organization's real work; qualifies for self-reported PDUs (Capability by Design™)
- **Track Record at Scale** — facilitated 15+ lessons learned workshops across three major offices within a federal agency, and grew an internal change management community of practice to 60+ members with a 95% retention rate in its first 18 months

COMPANY DATA

Structure: Sole Proprietorship

Industries Served: Federal Government, Nonprofit, Faith-Based Organizations, Private Sector

Service Area: Nationwide — Federal, State, and Local Government

Business Size: Small Business (self-certified)

Experience: 20+ years

Certifications: PMP, Prosci Change Management Practitioner, Prosci Train the Trainer, PMI-CPMAI, Lean Six Sigma Green Belt

Scalability: Scoped engagements delivered directly; larger or multi-workstream efforts supported through an associate/subcontractor network. Available as a subcontractor on prime-led contracts.

Federal Registration:

UEI: YPPQFFL42886

CAGE Code: Pending — assigned automatically with SAM.gov registration

NAICS: 541611 (Management Consulting, primary), 611430 (Professional & Management Development Training), 541612 (HR Consulting)

Set-Aside Status: Not currently certified for 8(a), HUBZone, WOSB, EDWOSB, or SDVOSB — will pursue if eligible

RELEVANT EXPERIENCE

Federal Housing Finance Agency — Change Management Practice (December 2015–2023)

Result: Rulemaking published on schedule; recurring sessions continued for 5–6 years across two leadership transitions.

Facilitated recurring lessons learned sessions — a core change management method — to support a complex federal rulemaking and its implementation. What began as a single session for a struggling 10-person team grew into a recurring cadence of sessions, later expanding to include implementation contractors.

Reference: available upon request.

Federal Housing Finance Agency — Project Management Training (December 2022)

Result: Invited back for a refresher session; participants reported increased confidence managing projects to achieve expected outcomes.

Designed and delivered a customized four-hour project management training for a 9-person team, covering planning, stakeholder management, communications, scheduling, and meeting best practices, with a companion template packet. The refresher session was requested based on uniformly positive participant feedback.

Reference: available upon request.

19th Street Baptist Church — Ministry Process Redesign (2002–2005, early in her practice)

Result: Set-up time cut from 1.5 hours to 1 hour; breakdown time cut from 1 hour to 45 minutes.

Led the redesign of the First Fridays Ministry event process, clarifying roles, responsibilities, and designated areas of work for each monthly event. Clearer assignments and accountability allowed the team to collaborate more efficiently across setup and breakdown.

Reference: available upon request.