

KIYANA DUBARD

STRATEGIC COMMUNICATOR · OPERATIONS LEADER · PROGRAM BUILDER

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PROFESSIONAL SUMMARY

Strategic communicator and operations leader with 8+ years of progressive experience spanning internal communications, program management, event production, recruiting operations, and employee engagement. Currently an Area Manager II at Amazon and spokesperson for the Black Employee Network (BEN) — with demonstrated success building programs from scratch, translating complex operational topics into compelling narratives, and driving measurable outcomes in fast-paced environments. Completing an M.A. in Professional Communication (Technical Communication, USF); B.S. in Mass Communications — Public Relations, Minor in Electronic Media & Film (Towson University). Passionate about building connection, clarity, and community through strategic communications, recruiting experiences, programming, and systems that work for the people using them.

PROFESSIONAL EXPERIENCE

Amazon Fulfillment Center, SCK4 Area Manager II

Stockton, CA
Dec 2024 – Present

- ▶ Serve as spokesperson for the Black Employee Network (BEN) — developing strategic messaging, driving ERG visibility, and leading community engagement programming across the site
- ▶ Partner with HRBP to design and launch the Career Choice engagement campaign — building audience-segmented content strategy, communications materials, and multi-channel distribution plan to increase L&D participation
- ▶ Design and host bimonthly employee engagement events, fostering connection, recognition, and team culture across a 60–100 member workforce
- ▶ Led Project Torus, a regional cross-site transformation initiative — owned end-to-end program management and change communications strategy, achieving 60% reduction in damaged assets and 47% improvement in turnaround time
- ▶ Develop executive-ready leadership briefings, status reports, and operational updates that translate complex data into clear, actionable narratives for senior leadership
- ▶ Build and maintain internal communication assets — SOPs, auditing protocols, and process documentation — establishing consistent editorial rhythm across shifts and departments
- ▶ Lead, mentor, and develop teams of 60–100; foster a culture of radical candor, transparency, and high performance

Area Manager

Aug 2023 – Dec 2024

- ▶ Coordinated cross-functional initiatives across multiple departments, aligning stakeholders on program priorities and driving execution against milestones
- ▶ Developed and delivered weekly planning communications, scheduling updates, and status reports to support site leadership decision-making
- ▶ Streamlined vendor processes and supply chain workflows, eliminating bottlenecks and improving operational accuracy

Canon Business Process Services Office Manager

Arlington, VA
Oct 2017 – Apr 2022

- ▶ Managed end-to-end office operations and served as the primary internal communications hub across departments, ensuring organizational alignment and continuity for 4.5 years
- ▶ Revised and expanded site-level SOPs, operational documentation, and reference materials — improving messaging clarity, usability, and consistency across teams
- ▶ Developed tracking systems and reporting processes establishing reliable business communication rhythm, status reporting, and leadership visibility
- ▶ Built trusted relationships with internal stakeholders and external vendors; served as central coordination point for communications requests, cross-functional execution, and issue resolution

ClancyWorks Dance Company DETI Coordinator — Communications & Event Operations

Washington, DC
May 2022 – Aug 2022

- ▶ Coordinated end-to-end logistics for public-facing performing arts programming — travel, lodging, venue coordination, vendor management, and run-of-show support
- ▶ Developed and executed multi-channel communications strategy (press releases, website copy, branded content) — increasing organizational visibility and audience engagement
- ▶ Championed DETI (Diversity, Equity, Transparency, Inclusion) integration across all communications and programming, embedding inclusive narrative at every touchpoint

Towson University — Dept. of Mass Communication Office Assistant

Towson, MD
Oct 2021 – May 2023

- ▶ Managed scheduling, event logistics, room reservations, and vendor communications across faculty, students, and admin teams; processed procurement orders and coordinated cross-departmental operations
- ▶ Developed tracking systems to organize requests, prioritize workflows, and enhance communication efficiency; assisted with departmental panels, info sessions, and speaker programming

The Lunch Table Blog Show — Towson University Event Coordinator & Content Creator

Towson, MD
2021 – 2023

- ▶ Assisted in planning and logistics for fashion shows and talent showcases — coordinating venue setup, run-of-show, and day-of execution for live audience events
- ▶ Produced and edited promotional video content; featured on-camera in event marketing materials; organized and moderated panel discussions from concept through close

EDUCATION

University of San Francisco — San Francisco, CA *May 2026*
M.A., Professional Communication — Technical Communication Concentration

Relevant Coursework: Strategic Communications Writing · Technical Writing & Documentation · SOP Development · Instructional Design · Organizational Communication · Visual & Digital Communication

Towson University — Towson, MD *May 2023*
B.S., Mass Communications — Public Relations Concentration
Minor: Electronic Media & Film

Relevant Coursework: PR Principles & Practice · Strategic Communication · Media Writing · Broadcast Media Production · Campaign Development · Crisis Communication

CORE COMPETENCIES

Communications & Content: Internal Comms Strategy · Editorial Calendar Management · Multi-Channel Content Creation · Copywriting & Editing · Audience-Segmented Messaging · Employee Engagement Comms · Change Management Communications · Intranet & Newsletter Development

Program Management & Operations: End-to-End Program Execution · KPI Development & Metrics Reporting · Process Standardization & SOP Development · Budget Tracking · Vendor Management · Cross-Functional Coordination · Operational Documentation

Event & Engagement Production: Event Planning & Logistics · Run-of-Show Management · Venue & Vendor Coordination · Promotional Video Production & Editing · Live Event Execution · Panel Facilitation · DEAI-Centered Event Design · Employee Engagement Programming

Recruiting Operations: Candidate Experience Design · Interview Coordination · Campus Recruiting Support · Diversity Sourcing Partnerships · Early Talent Program Building · Stakeholder Alignment · Candidate Communications

Tools & Platforms: Google Workspace · Microsoft Office Suite · SharePoint · Teams · Slack · Trello · Asana · Monday.com · Concur · JIRA · AI Tools (ChatGPT, Gemini, Copilot)

LEADERSHIP & INVOLVEMENT

Black Employee Network (BEN) — Amazon SCK4 *2024 – Present*
Site Spokesperson

- ▶ Serve as public voice and communications ambassador for BEN — developing strategic messaging, driving ERG visibility, and building community programming at site level
- ▶ Lead internal communications and engagement strategies that increase member participation and foster an inclusive, connected workplace culture

Alpha Kappa Alpha Sorority, Incorporated (AKA) *Spring 2023 – Present*
Active Member

- ▶ Committed to service, sisterhood, and community leadership through chapter engagement, programming, and advocacy
- ▶ Actively engage in DEAI-centered initiatives and community outreach aligned with the organization's national programs

National Society of Collegiate Scholars (NSCS) *2020 – 2023*
Executive Vice President — Towson University Chapter

- ▶ Served as EVP for the entirety of tenure at Towson — overseeing chapter operations, member communications, and organizational programming
- ▶ Led event planning and member engagement initiatives, coordinating cross-functional logistics and communications for chapter activities

Public Relations Student Society of America (PRSSA) *2021 – 2023*
Executive Vice President — Towson University Chapter

- ▶ Led organizational communications strategy and event programming as EVP — overseeing planning and execution of panel discussions, networking events, and member engagement campaigns
- ▶ Managed cross-functional logistics including venue coordination, speaker outreach, promotional content development, and post-event communications reporting

Amazon Career Choice — SCK4 Campus Champion *2025 – Present*
HR Partnership Initiative Lead

- ▶ Partnering with HRBP to revive and lead Career Choice enrollment campaign — developing audience-segmented communications, enrollment messaging, and distribution strategy to drive employee participation in Amazon's education benefit program