

STEPHANIE A. SCOTT

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www.stephaniescottmba.com

SUMMARY

Strategic Transformation Leader with proven experience in driving business transformation through enterprise-wide initiatives, risk management, process optimization and sustainable growth strategies. Proven track record of implementing successful strategic programs at Fortune 500 companies including Siemens Energy, Walt Disney World, and GE.

Master of Business Administration, MBA

Florida International University FIU, Miami, Florida

Aug. 2015 – May 2017

Bachelor of Science in Electrical Engineering

Prairie View A&M University, Prairie View, TX

Aug. 1987 – May 1993

Summer Engineering Courses and Published Research

Massachusetts Institute of Technology (MIT), Cambridge, MA

Summers of 1990 - 1992

PROFESSIONAL EXPERIENCE

Cross Key Consulting - Orlando, FL

December 2023 – Present

Principal

- Provide strategic consulting within a sustainable energy consortium, guiding strategic planning, relationship-building, and market origination in key international and domestic municipalities.
- Develop high-level relationships with government and municipal stakeholders globally, conducting comprehensive risk assessments and energy market analyses to support green infrastructure projects.
- Partner with academic institutions to optimize STEM-related curricula, innovate delivery platforms, and instructional methods.
- Implement outreach programs in collaboration with non-profits and educational institutions to deliver targeted STEM initiatives, including a STEM Camp and a Girls' Leadership and Empowerment Program (GLEP) for Sierra Leone.

SKILLS

- Strategic Planning & Implementation
- Enterprise Risk Management
- Change Management Leadership
- Stakeholder Engagement & Collaboration
- Process Optimization (Lean, Six Sigma)
- Global Business Development
- Cross-Functional Team Leadership
- Performance Metrics & KPI Development
- Innovation & Transformation
- Sustainability Integration

PUBLICATIONS

“Channel Hot Carrier Stressing of Re-Oxidized Nitrided Silicon Dioxide” - G. Dunn/S. Scott

IEEE Transactions on Electron Devices

July, 1990, vol. 37

<https://ieeexplore.ieee.org/document/55760>

LANGUAGES

French ●●○○○

Intermediate

Spanish ●●○○○

Intermediate

German ●○○○○

Beginner

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PROFESSIONAL EXPERIENCE (CONTINUED)

The Walt Disney Company - Lake Buena Vista, FL

Oct. 2022 – Oct 2023

Sr. Manager, Commercial Intelligence and Customer Experience

- Led the Commercial Intelligence Forum for Walt Disney World Parks, translating market insights and customer experience data into actionable strategies that improved post-sales engagement and long-term value.
- Directed the Customer Experience Measurement and Standards program for WDW Parks, Experiences, and Products, ensuring alignment between customer satisfaction metrics and operational execution.
- Collaborated with cross-functional teams across business units to develop strategic initiatives based on competitive analysis and market research, balancing immediate experience improvements with long-term business goals.
- Presented complex customer insights and performance dashboards to senior leadership, turning data into clear, actionable strategies that enhanced guest engagement and supported business growth.

Siemens Energy – Orlando, FL

Mar. 2015 – Oct. 2022

Global Head: Customer Experience – Marketing & Sales Operations

- Led global customer experience strategy across six regions and three business units, supporting post-sales engagement initiatives that improved account retention, customer satisfaction, and strategic alignment.
- Developed and monitored enterprise-wide KPIs and customer-facing performance metrics to support consistent value delivery and lifecycle management across global accounts.
- Managed cross-functional initiatives that enhanced customer operations and supported market repositioning, aligning product, sales, and service teams around shared customer outcomes.
- Led digital transformation efforts to modernize business operations, improve transparency in customer performance

Siemens Energy – Orlando, FL

Mar. 2011 – Mar 2015

Global Lead: Customer, Competitor, and Market Intelligence – Strategy & Business Development

- Led Strategic Market Intelligence initiatives, analyzing industry trends and competitive landscapes to identify strategic opportunities and risks.
- Developed comprehensive Market Analysis and Strategic Planning frameworks through competitive assessment and market modeling.
- Transformed complex market data into strategic KPI Dashboards and Metrics Tracking Systems, measuring organizational performance against strategic objectives.
- Presented Strategic Business recommendations to C-level Management, driving improvements in market positioning and competitive advantage
- Partnered with Business Process Owners to implement strategic solutions based on Market Analysis and competitive insights.


Siemens Energy – Orlando, FL

Mar. 2009 – Mar 2011

Sr. Manager: Strategic Parts Planning & Commercial Operations

- Optimized critical business processes using Lean and Six Sigma methodologies, aligning operational execution with strategic growth objectives
- Led enterprise-wide process improvement initiatives, enhancing organizational efficiency and strategic alignment.

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PROFESSIONAL EXPERIENCE (CONTINUED)

Siemens Energy – Orlando, FL

Jan. 2001– Mar 2009

Leader: Business Excellence – North and Latin America

- Led strategic transformation programs across two regions, directing program strategy, implementation, and process optimization
- Developed and led strategic improvement initiatives through Master Black Belts, driving over \$300 million in business benefit through strategic process enhancement.

Siemens Energy – Orlando, FL

Oct. 1998– Jan. 2001

Internal Consultant | Strategic Planning & Process Excellence

- Co-led deployment of Global Strategic Process Excellence Program, developing comprehensive Human Resource, Communication, Tracking, and Training strategies
- Selected for Management Board strategic initiatives in Business Systems Integration and Product/Process Design Optimization
- Led enterprise-wide transformation programs focused on strategic alignment and operational excellence

ADDITIONAL EXPERIENCE

Jan. 1994 – Oct. 1998

GE Power Systems, Greenville, SC

Quality Engineer / Six Sigma Blackbelt / Lead Buyer and Sourcing

GE Power Systems, Schenectady, NY

Facilities Engineer / Operations Leader

GE Electrical Distribution & Control, Plainville, CT

Commodity Leader / Supplier Quality Engineer

LEADERSHIP & OUTREACH

Board Member – SGAP Leaders (Dec. 2024 – present)

- Provide strategic oversight for SGAP Leaders' mission to empower youth through STEM-based solutions for sustainability and social justice.
- Guide initiatives in sustainability curriculum development, corporate partnerships, and grant acquisition.
- Collaborate with fellow board members to ensure program quality, fiscal responsibility, and expansion of educational partnerships.

Consortium Lead & Program Founder (May 2024 – present)

Girls' Leadership and Empowerment Program (G.L.E.P.) in Sierra Leone

- Founded Ministry-approved initiative through signed MOU with Sierra Leone Government to implement national Gender Equality and Social Inclusion (GESI) program focused on economic advancement through emerging Global Green Economy opportunities.

Member (Aug. 2024 – present)

Philadelphia STEM Equity Collective and Philadelphia STEM Ecosystem

Workgroup: Education for Sustainability

- Active member promoting just and equitable access to STEM opportunities for all children and youth through collaboration and resource gap identification.

Founder - CKC S.T.E.M. Summer Camp 2024

Cross Key Community & STEM Outreach

- Designed and executed program to provide students with a comprehensive and immersive experience that extended beyond traditional STEM education.
- Camp activity areas of focus included: Problem Solving & Team Building, Arts & Creativity, Environment & Sustainability, Exploration & Teamwork, and Technology & Innovation.