

SETH JOYNER

PMI-ACP, PMP, CSM, MA | Senior Program Manager

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PROFESSIONAL SUMMARY

With 15 years of experience leading teams and impactful initiatives, I specialize in international program management, managing strategic citizen diplomacy efforts, and facilitating cross-cultural training. I have a TOPIK II (Level 3) professional working command of the Korean language and am passionate about fostering programs toward peace and understanding.

AREAS OF EXPERTISE

- Program Management
- Vendor Coordination
- Survey Design
- Strategic Recruitment
- Project Management
- Budget Forecasting
- Event Management
- Sales Funnel Planning

CAREER HIGHLIGHTS

- **Generated** 1800 applicants, 325 interviews, and an 11% acceptance rate for the USA Pavilion Youth Ambassador Program at Expo 2020 Dubai, with recruitment resulting in **the most diverse cohort on program record**.
- **Built** capacities for the National Committee on North Korea (NCNK) that led to a **10% increase in Membership** while also laying the structural groundwork for a decoupling from Mercy Corps, its parent organization.
- **Constructed** internal processes and programming in support of **the successful debut** of the Student Leadership and Involvement Center (SLIC) at the University of Utah Asia Campus in Incheon, South Korea.

PROFESSIONAL EXPERIENCE

Mercy Corps

Mar 2023 – Present

Senior Program Manager

Washington, DC

- Represent the National Committee on North Korea (NCNK) at public forums, panel discussions, briefings, and events while managing relationships with NCNK Membership, U.S. government officials, and Congressional staff.
- Safeguard adherence to internal policies and minimum standards: including publishing and implementing SOPs, program logic models, theories of change, and monitoring evaluation and learning (MEL) data reporting structures.
- Champion team cohesiveness by leading strategy sessions, building consensus, and introducing integrative tools.
- Negotiate partnerships, raise development strategies, and engage stakeholders to further NCNK interests.
- Lead RFQ/RFP processes and communications to secure resources in cooperation with procurement teams.

Program Manager

- Managed National Committee on North Korea (NCNK) grants, led proposals and reporting efforts, implemented deliverables, tracked progress, and initiated carry-over requests, grant modifications, and/or no-cost-extensions
- Developed and executed 25+ annual programming initiatives, including venue management for large-scale semi-annual events that routinely host U.S. government officials and foreign dignitaries.
- Drafted the approximately \$600,000 annual budget, tracked and forecasted spending, and independently rendered SOWs, consulting agreements, and contracts up to \$9,999.

Sister Cities International

Jul 2024 – Dec 2024

Senior Project Management Consultant

Remote

- Developed and launched USA Pavilion Youth Ambassador at Expo 2025 in Osaka, Japan program application.
- Oversaw the selection process for the program, ensuring a diverse and qualified group of Ambassadors.
- Advised on policies and collaborated with stakeholders to ensure a successful and impactful program launch.

American Councils for International Education

Oct 2022 – Feb 2023

Program Officer

Washington, DC

- Captured KPI metrics and monitored developments while preserving a permanent record for projects, including interpreter/liaison communications and all aspects of simultaneously active budgets up to \$100,000 each.
- Designed and implemented programming for the International Visitor Leadership Program (IVLP), a nationwide professional exchange program in cooperation with U.S. State Department officials and partnering organizations.
- Drove internal change-management initiatives, enforced and improved workflows/SOPs through Asana and other tools, and led the onboarding process for new team members.

Senior Program Coordinator

- Facilitated communication between stakeholders to manage projects, including the U.S. State Department, community-based members, interpreter liaisons, and vendors while creating & overseeing assigned program budgets, tracking expenses, and processing payments.

Global Ties U.S.

Mar 2020 – Sep 2022

Grants Consultant

Remote

- Supported database cleanup, record maintenance and communicated with sub-grantees to ensure complete and timely submissions while finalizing applications, reports, records, and disseminating executed agreements.

Program Manager

Washington, DC

- Conceptualized and mobilized a national recruitment campaign, selection processes, program policies, and evaluation methodologies for the USA Pavilion Youth Ambassador Program at Expo 2020 Dubai resulting in the most diverse cohort on record.
- Finalized campaign brand-design deliverables while strategically monitoring and course-correcting targeted ads.
- Tracked and forecasted program spending as part of a 5.4-million-dollar grant budget while estimating contingency cost allocations and executing MOUs with cooperating recruiting organizations.
- Created and conducted program monitoring and evaluation, then synthesized findings into grant documents and presentations to executive leadership and U.S. Department of State clients during Dubai site visits.

English Program in Korea (EPIK)

Feb 2019 – Feb 2020

English Instructor

Gyeongju, South Korea

- Generated curriculum in two rural elementary schools while establishing and procuring for a classroom library.

Aran Institute of Reggio Emilia

Jan 2018 – Jan 2019

English Immersion Instructor

Yongin, South Korea

- Led experiential learning with the Reggio Emilia philosophy while using Korean speaking abilities, intercultural communication, and data to ensure successful events and programs for 90+ students daily.

University of Utah Asia Campus

Jul 2017 – Dec 2017

Student Affairs Coordinator

Incheon, South Korea

- Developed leadership training and cross-cultural acculturation workshops while co-supervising interns.
- Created residence-life satisfaction surveys with Qualtrics while refining study-abroad marketing materials.
- Offered data-driven recommendations with a Program Logic Model (PLM) aligning with institutional priorities.

Middlebury Institute of International Studies

Dec 2016 – Jun 2017

Academic Services Coordinator

Monterey, California

- Fielded initial inquiries for the Custom Language Services (CLS) team while developing lead-flow strategy improvements and restructuring the existing client database to improve efficiency using Salesforce.
- Curated online intercultural workshop content modules via the Canvas platform for visitors from the Taiwan Ministry of Foreign Affairs and conducted language-student orientation.

EDUCATION -----**Certificate in Nonprofit Management**

Duke University, Durham, NC

MA, International Education Management, Korean

Middlebury Institute, Monterey, CA

BME, K-12 Music Education

Wingate University, Wingate, NC