KEON TOYER

CHIEF OPERATIONS OFFICER | K-12 EDUCATION | MULTI-SITE ENTERPRISE OPERATIONS

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EXECUTIVE PROFILE

Chief operations and enterprise transformation executive with 20+ years of leadership across K-12 education, nonprofit, and public-sector environments. Former multi-campus school-system COO with responsibility for a $65M operating portfolio and stewardship of approximately $400M in organizational assets spanning finance, facilities, construction, plant operations, food and nutrition services, technology, human resources, procurement, logistics, compliance, and emergency operations. Proven record translating strategy into accountable operating plans, modernizing complex services, strengthening governance, and improving cost, reliability, and stakeholder experience. Trusted partner to superintendents, presidents, boards, school leaders, community stakeholders, and government agencies; brings uncommon strength in technology, data, risk management, and large-scale change execution.

OPERATIONAL SCOPE

Multi-Site K-12 Operations • Facilities, Construction & Plant Operations • Capital & Operating Budgets • Food & Nutrition Services • Procurement, Warehousing & Logistics • Campus Deliveries & Equipment Distribution • Emergency Operations & Transportation Decisions • Finance, Audit & Compliance • Technology & Data Operations • Vendor & Contract Management • Workforce Leadership • Board, Government & Community Engagement

PROFESSIONAL EXPERIENCE

United Negro College Fund (UNCF) | Washington, DC

Vice President, Enterprise Technology Business & Strategic Operations | Apr 2023 – Apr 2024

Led enterprise business operations, governance, and transformation for a nationally recognized education organization supporting 37 HBCUs, aligning investments, vendors, risk controls, and service performance with institutional priorities.

- Directed an $11M enterprise portfolio and vendor ecosystem; improved operational efficiency by 25% through sourcing, resource allocation, and service management discipline while controlling long-term cost growth.
- Strengthened governance, audit readiness, cybersecurity, and enterprise compliance, contributing to a 30% reduction in security incidents and 25% faster incident response.
- Established clearer PMO governance, executive reporting, SLAs, KPIs, and portfolio accountability, enabling leaders to prioritize mission-critical work and make data-informed investment decisions.
- Led organization-wide modernization across cloud services, workflow automation, data governance, and business continuity while coordinating change across business units and external partners.
- Built and led a multidisciplinary organization of 10+ staff and managed strategic vendors; instituted performance expectations, professional development, and continuous improvement practices.
- Advised HBCU presidents and campus CIOs on institutional planning, policy, risk, modernization, and sustainable operating models.

KIPP DC Public Charter Schools | Washington, DC

Senior Director of Information Technology | Nov 2017 – Feb 2023

Directed enterprise technology and technology-enabled operations for one of the region's largest charter school systems, supporting 22 campuses and 6,500+ users in close partnership with academics, school operations, finance, facilities, and executive leadership.

- Managed $10M+ in annual budgets and secured $10M+ in E-Rate funding, expanding infrastructure capacity while meeting federal procurement, documentation, and compliance requirements.
- Delivered $5M+ in multi-campus modernization initiatives spanning infrastructure replacement, network redesign, cloud services, cybersecurity, and operational resiliency.
- Coordinated campus deliveries, equipment warehousing, inventory controls, and large-scale distribution programs to ensure schools, employees, and students had timely access to critical resources.
- Strengthened vendor governance, procurement planning, asset lifecycle management, and service accountability across a geographically distributed school network.
- Partnered with academic and operating leaders on continuity planning, emergency response, school calendar readiness, and rapid operational decisions affecting 22 campuses.
- Introduced Agile delivery, automation, AI-enabled workflows, and data analytics to shorten deployment cycles, improve reliability, and support faster operational decision-making.
- Advanced districtwide risk controls including MFA, endpoint protection, data loss prevention, incident response, and policy modernization.

Cesar Chavez Public Charter Schools | Washington, DC

Chief Operating Officer | Executive Director of Information Technology | Jul 2015 – Oct 2017

Served as enterprise COO for a multi-campus K-12 school system, leading the operational infrastructure required for safe, compliant, student-centered learning across all campuses.

- Directed a $65M operating portfolio and stewardship of approximately $400M in organizational assets, with executive accountability for finance, facilities, construction, maintenance, plant operations, food and nutrition services, human resources, technology, procurement, logistics, compliance, and audit.
- Oversaw capital and operating planning for school facilities, including construction, renovations, preventive and corrective maintenance, building systems, energy management, real estate matters, safety, and campus readiness.
- Led food and nutrition service operations, vendor performance, regulatory compliance, service continuity, and coordination with school leaders to support student needs across campuses.
- Managed procurement logistics, warehousing, inventory, campus deliveries, and equipment distribution; strengthened controls and aligned purchasing and deployment schedules with instructional and operational priorities.
- Directed emergency operations and transportation decisions within DC's public-transit-based student model, including coordination of transit access and bus-pass support rather than operation of a district school-bus fleet.
- Partnered with the chief executive, board, principals, department leaders, regulators, auditors, government agencies, families, and community stakeholders on operating priorities, risk, compliance, and organizational performance.
- Implemented cross-functional process and resource improvements that reduced operating costs by 15% while improving service reliability, accountability, and support to schools.
- Led a $2M network modernization and strengthened governance, cybersecurity, systems administration, and data management as integral components of resilient school operations.
- Established performance expectations and operating rhythms for functional leaders, using budgets, service measures, risk indicators, and executive reporting to drive accountability and continuous improvement.

Total Business Dynamics LLC | Washington, DC

Chief Executive Officer | Fractional CIO | Oct 2013 – Aug 2016

Founded and led a consulting firm providing operational, technology, cybersecurity, and governance services to schools, nonprofits, municipalities, and public-sector organizations.

- Managed distributed teams of 20+ engineers and analysts delivering complex security, network, cloud, and enterprise system initiatives across multiple client environments.
- Advised C-suite and public-sector leaders on operating models, investment priorities, business continuity, vendor strategy, governance, and long-term modernization roadmaps.
- Directed client engagements from assessment and procurement through implementation, change management, performance reporting, and operational transition.

EARLIER LEADERSHIP EXPERIENCE

The Milligan Group | Vice President of Technology

Held progressive technology and public-sector contracting leadership responsibilities supporting enterprise operations, client delivery, teams, and complex organizational initiatives. Additional earlier experience available upon request.

BOARD & COMMUNITY LEADERSHIP

- The Literacy Lab — Board of Directors, Finance & Impact Committees | 2024 – Present: Provides oversight of financial governance, technology strategy, organizational transparency, growth planning, and fundraising strategy.
- Fredericksburg Area Association of Realtors — Technology & Communications Committee | 2025 – Present: Advises on innovation, operational efficiency, and digital communication strategies for regional members.

EDUCATION & PROFESSIONAL DEVELOPMENT

Executive MBA, Business Administration | Saint Joseph's University
BS, Management Sciences & Information Systems | Penn State University
Master's Certificate, IS/IT Project Management — PMP Track | Villanova University

CREDENTIALS & ENTERPRISE TOOLS

Professional Development: PMP preparation in progress; ITIL Foundation preparation in progress

License: Licensed Realtor, Commonwealth of Virginia

Platforms & Frameworks: ERP, SIS, HRIS, CRM, Microsoft 365, Azure, AWS, Cisco, Meraki, VMware, data analytics, PMO and ITSM platforms, automation/AI tools, NIST CSF, ISO 27001, E-Rate