

## RMCP® Spotlight



**Name, Job Title, Company**

Kyle Perkins  
Service Delivery Manager  
Independent Security Evaluators (ISE)

***What is one of your favorite hobbies?***

I enjoy staying active and being outdoors. Some of my favorite hobbies include golfing, hiking, weightlifting, wakeboarding, and running with my dog Hazel. During football season, I can be found cheering on my beloved Philadelphia Eagles.

***Why did you choose to work in resource management?***

I find efficiency satisfying, and what better way to have an impact on the efficiency of an organization than resource management? I like helping organizations become more flexible and better able to adapt to change.

***What characteristics do you think make a good resource manager?***

Being able to stay positive through challenging situations is very important. It is also crucial that resource managers have a willingness to keep learning, ask questions, and work with others to come to solutions. Other characteristics that are important are attention to detail, the ability to analyze and think outside the box, facilitate change and improvement, and being able to clearly communicate and build relationships with everyone throughout the company.

***What has been your biggest resource management challenge to date; and if you have overcome it, how?***

My biggest resource management challenge relates to staffing during unusually busy time periods, or something I call Beast Mode. I named it Beast Mode to make it seem more like letting my team flex their muscles instead of working them into the ground. Beast Mode is engaged when resource management is faced with greater demand than current resources can supply. It can be caused by a number of reasons, for example, clients who have unexpected surplus funding that needs to be used by the end of a fiscal year. It can be tricky to squeeze in unanticipated projects but by establishing a clear standard operating procedure that calls for a change in roles and responsibilities during Beast Mode, this demand can be met. The combination of this SOP and having clear and constant communication help overcome these challenges.