

ALICIA LERRIGO

Project & Program Manager; Business, Technology, Marketing

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Dedicated project and program leader with **18+ years of experience** managing projects for complex large and medium matrix organizations. 7+ years PMO; 4+ years Portfolio Management; 7 years Marketing, Product Development, and Process Design. Action-oriented and motivated servant leader. Managed projects and budgets >\$3M end to end from conception to launch. Multicultural upbringing in Southeast Asia, Norway, England, and the U.S.A.; working knowledge in the Indonesian language. Appreciative of many communication styles. Extensive experience with global teams, stakeholder alignment, team management, scheduling, analytics, reporting, and virtual presentations to >100-person groups and C-level executives. Experienced at data science and creating/managing analytics reports and dashboards (Smartsheet, Excel, Jira, MS Project, Asana, Tableau)

AREAS OF EXPERTISE

Marketing: Content Creation | Editing | Management | Brand Strategy | Design | Communications | Advertising

Project: Program and Portfolio Management | Product Management | PMO | Waterfall, Hybrid, Agile Scrum | E2E SDLC | Capacity Planning | Risk Management | Innovation Team Lead | Business Process | Change Management | Learning & Development | Payments and Receivables | For-Profit & Non Profit

Product: Mobile Applications | SAAS | Data Analytics Tools | Fintech | Compliance | Ecommerce | Retail

EDUCATION

BS - Digital Marketing - In Process | Southern New Hampshire University (online - transferring from PACE to complete BS with fall '24 start, degree expected '25)

AA - Social & Behavioral Sciences 2018 | College of Marin | Kentfield CA. | *Alpha Gamma Sigma Honor Society*

Coursework - Business Administration | PACE, Lubin School of Business

TRAINING

Certified Scrum Master - 16 hours

PMP - Project Management Training Academy - 30 hours / **PMP certification in process**

Oracle Primavera: Pacific Gas and Electric (PG&E), Kaiser Permanente

ACTIVITIES

Former Chair, Property Manager, Rental Coordinator, Marketing Project Manager, and Treasurer, Subud California at Marin. Former Orphanage Volunteer, "YUM: Yayasan Usaha Mulia" (Indonesia)

TECHNICAL SKILLS

Atlassian: JIRA, Confluence | ASANA | Smartsheet | Microsoft Office Suite | Office 365 | Google Office Suite | Apple | Primavera P6 (Oracle) | PMUWS | STAMP | SAP | SharePoint | RPM | OneLink | Remedy | MyScheduling | Slack | Skype | Mindbody | ADP Payroll | Quickbooks | Clarity | Shiftleft | Archer | Canva | Wix | Shopify

PROFESSIONAL EXPERIENCE

Three Trees Enterprises • Novato CA: Founder; October 2018 - May 2024

- Co-developed digital art business with artist Robert Mertens. Designed and managed the website; created content, communications, blogs, and social media marketing strategy.
- Co-developed PARC (Peace Awareness Response Community) program training for the Police Officers Research Association of California (PORAC). Designed and produced brand package and website.
- Launched a wellness, coaching, and training startup; fundraising, business development, operations, and marketing; 11 employees.
 - Designed and produced brand package and website.
 - Spearheaded and managed marketing workflows and go-to-market strategies <https://www.threetrees.io>

VISA/Cognizant • Foster City, CA (Remote): Senior Portfolio Manager/PMO; April 2022– Feb 2023

Open Banking API Connect and Cybersecurity B2B IAM - Cognizant Consulting - 11 mo. Backfill Contract

- Project and Product Management support for Open Banking API Connect program and Cybersecurity Business to

- Business Information Access Management (B2B IAM) groups for payment and receivable products.
- Scrum Master and SDLC work management support; supported client implementation.

Subud Marin ▪ San Anselmo CA: Program Director; February 2018 - January 2022

- Led the revitalization of a non-profit community enterprise
- Re-branded the organization and re-envisioned the operating model
- Achieved the buy-in of the local community and four layers of the non-profit committees
- Launched a state-wide marketing and fundraising campaign

Wells Fargo & Co. ▪ San Francisco, CA (Remote): Senior Project Manager Jun 2017–Dec 2017

Global Product Management - 7 mo. Contract

- Provided project management and process improvement support for Wholesale Treasury Management Payments and Receivables Products - Process Model Asset Governance group - a multi-million dollar, multi-year global wholesale product expansion effort.

Matson Navigation ▪ Oakland, CA - PMO Portfolio Manager - Innovation Team Lead May 2016–Dec 2016

Technology Architecture and Innovation - 8 mo. Contract

- Took charge of a **\$3M** IT portfolio across Technology Architecture and Innovation supporting three mid-level implementations, four proofs of concepts (including customer management, sales & marketing mobile apps, and finance dashboards for operations, payments and receivables), and three significant initiatives: Salesforce Replacement, Enterprise Information Access Management; Document Management System migration to AWS Cloud and Accounts Payable Automation and migration to AWS Cloud; Agile Project Manager for the Innovation Team; Co-produced the Innovation Newsletter.

Pacific Gas and Electric ▪ Walnut Creek and San Ramon, CA - Senior Project Manager Mar 2015-Dec 2015

Gas and Electric Distribution - Consultant - Short-term Pilot Project

- Planned and executed a **\$2.72M** document scanning, data entry, and application development proof of concept that transformed applicable data from gas distribution as-built records into an enterprise document management system while coordinating disaster recovery and change management teams.
- Project management advisor for the PG&E Electric Transmission Services Scorecard Analysis Project.

Wells Fargo & Co. ▪ San Francisco, CA - International Project Portfolio Manager/PMO Aug 2013-Jan 2015

Wholesale Banking Customer Due Diligence - 18 mo. Contract

- Orchestrated partner engagement, scheduling, training development, and change management while tracking and reporting the status of a major enterprise compliance platform implementation.
- Managed rollouts of 18 global banking offices throughout the US, APAC, Canada, and EMEA in 2013 and 2014, along with Canadian Commercial Real Estate, Commercial, and Corporate offices in 2014.
- Distinguished and successfully mitigated multibillion-dollar compliance loopholes in the US federal government and EMEA customer due diligence requirements.***

Kaiser Permanente ▪ Oakland, CA - PMO Intermediate Business Consultant Feb 2012–Jun 2013

Technology Infrastructure Remediation - 16 mo. Contract

- Regional PMO lead for Project Management Office, Implementation Project Managers, and Engineers deploying over **\$75.3M** of technology infrastructure improvements and SAAS implementation; change management support; budget forecasting; vendor invoice/payments management.

Prior Work History

Accenture ▪ San Francisco and Oakland, CA (Remote) - HR Program Consultant Mar 2011–Nov 2011

Health & Public Services - 9 mo. Contract

Kaiser Permanente ▪ Oakland, CA - Business Analyst Jan 2011–Mar 2011 Compliance - Short-term Contract

Full-time Student 2008 - 2010 (College of Marin/AA)

Accenture ▪ San Francisco and Oakland, CA - Full-time employee 2004 - 2008