



# ALICIA LERRIGO

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I am a dedicated business professional with **10+ years** of experience in **project and program management for business, marketing, and technology initiatives**. I am process-oriented and creative, and I've learned that the balance between the two is key. I'm especially excited about making improvements; contributing organizational assets, and adding value. I strive toward leading by example, and I am also inclined to seek out mentors as I believe in continuous growth. I am passionate about the art of managing my **wellness** while working under pressure, a skill which I continue to explore and mentor others on. With a **multicultural upbringing** in South-East Asia, Norway, England, and the USA, and working knowledge in Bahasa, Indonesia, I appreciate many working styles.

## AREAS OF EXPERTISE

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

**Marketing:** Brand Strategy | Communications | Demand and Lead Generation | CRM | Contract Negotiation

**Products:** Mobile Applications | SAAS | Data Analytics Dashboards | Fintech, Compliance and Marketing Products

## EDUCATION

**Bachelor of Science in Business Administration and Marketing**

PACE, Lubin School of Business | New York, NY, USA (online/in-process)

**Associate of Arts in Social and Behavioral Sciences**

College of Marin | Kentfield, CA, USA

**Alpha Gamma Sigma Honor Society**

## TRAINING

**Certified Scrum Master** - 16 hours

**PMP** - Project Management Training Academy - 30 hours - (pending certification)

**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

**JIRA (Atlassian) | Confluence (Atlassian) | ASANA | Smartsheet | Microsoft:** Outlook, Excel, Visio, Powerpoint, **Project, Teams | Google Office Suite:** Sheets, Docs, etc. | **Office 365 | Apple | Primavera P6 (Oracle) | Tableau | PMUWS | STAMP | SAP | SharePoint | RPM | OneLink | Remedy | MyScheduling | Slack | Skype | Mindbody Software | ADP Payroll | Quickbooks | Clarity | Shiftleft | Archer - GRC**

## PROFESSIONAL EXPERIENCE

**VISA/Cognizant - Foster City, CA (Remote): Senior Technology Project Manager** April 2022– Feb 2023

*Open Banking API Connect and Cybersecurity B2B IAM - Backfill Contract through Cognizant Consulting*

- **Project and Product Management support** for Open Banking **API Connect** program and **Cybersecurity** Business to Business Information Access Management (B2B IAM) groups.
- **Scrum Master** support for development and client implementation support for a major European/Global client.
- **Project Manager for multiple tracks** across two primary large initiatives; overall PMO support for the Program Manager to ensure **compliance with governance** requirements including SOW and charter creation, business and product requirements documentation, change controls, security assessments, and communications.
- Developed **project plans, timelines, reports, and issue tracking** with a combination of MS Project Professional, JIRA, and Confluence.

**Freelance** Feb 2018 – Mar 2022

- **"Three Trees Wellness" Novato, CA.:**
  - **Developed business plan and financial forecasts; raised funding** to launch/found and operate a **start-up** small business. Three Trees Wellness Institute is a web-based wellness referral and booking business which is a passive income generator. I spend about 2-5 hours per week and intend to keep it small.
  - **Designed logos and brand elements** with a creative team and ran weekly marketing campaigns across several social media channels.
  - Implemented AI and manual customer service and **voice of the customer** processes and programs.
  - Monitored website traffic, producing **analytics** reports and fresh ideas based on findings.
  - Conducted testing of various **advertising** strategies.
  - Took on four wellness clients and an artist for **marketing and website development**.
  - Managed projects using ASANA and Google for business products.
- **"Subud Marin", San Anselmo CA.:**
  - **Spearheaded the revitalization of a non-profit enterprise;** developed a business proposal, identified revenue increase of up to ten times above status quo; defined the initiative, project phases, and timeline.
  - Launched a state-wide campaign; executed presentations across regional groups.
  - **Achieved the buy-in of the local community, and four layers of the non-profit committees**

- Handled communications, serving as a liaison of the local committee to the regional committees.
- Raised and managed a **\$100k budget** for community center improvements; managed improvements.

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

*Global Product Management - Short-term Contract*

- Provided project management and process improvement support for Wholesale Treasury Management Product Process Model Asset Governance group - part of the **multi-million dollar, multi-year global wholesale product expansion effort**; Canada, Brexit, Dublin, and Cayman Multi-Currency initiatives; tracked and managed activities related to process modeling, **identified gaps and ensured on-time delivery**.

**Matson Navigation - Oakland, CA (Hybrid) - Portfolio Manager - Innovation Team Lead** May 2016–Dec 2016

*Technology Architecture and Innovation - Short-term Contract*

- **Took charge of a portfolio worth more than \$3M across Technology Architecture and Product Innovation**, which provided support to the Director in three mid-level implementations, four proofs of concepts, and three major initiatives: **Salesforce Replacement (to proprietary ERP system)**, Enterprise Information Access Management; Enterprise Document Management System migration to **AWS Cloud**; and Accounts Payable Automation and migration to AWS Cloud. Handled forecasting, resource issues, and capacity planning.
- **Co-designed and produced the Innovation Newsletter**.
- Provided **Agile Project Management** for the Innovation Team.
- Utilized **JIRA, Confluence, and Office 365**.

**Wells Fargo & Co. - San Francisco, CA (Remote) - Senior Business Project Manager** Feb 2016–Apr 2016

*Wholesale Banking International - Backfill Contract*

- Coordinated between product development and process improvement groups for Global Expansion of Canada Treasury Management, under Wholesale Banking International.
- Supported the product owner by training her new onsite resource.

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

*Gas and Electric Distribution - Consultant*

- **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** requirements.
- **Established ongoing project management protocols** for PG&E electric transmission services scorecard analysis project to redefine parameters by which PG&E project managers, project control analysts, and engineers are measured for work performance and project success.
- Supported a migration within the consulting firm from **Google Suite to Office 365**.

**Wells Fargo & Co. - San Francisco, CA - International Project Manager** Aug 2013–Jan 2015

*Customer Due Diligence Program - Long-term Contract*

- Orchestrated **partner engagement, scheduling, training development, and change management** while tracking and reporting the status of a major **enterprise fraud-prevention platform** implementation for the Wholesale Banking Customer Due Diligence program.
- **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. **Utilized Agile/Waterfall Hybrid methodology**.
- **Distinguished and successfully mitigated multibillion-dollar compliance loopholes** of the US federal government and EMEA customer due diligence requirements to avoid money laundering and fraud.

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

*Technology Infrastructure Remediation - Long-term Contract*

- Facilitated successful collaboration between Project Management Office (PMO) and Implementation Project Managers in **managing project timelines and project budgets** deploying over **\$75.3M** of technology infrastructure improvements, while coordinating a SAAS implementation and assisting Change Management and Learning and Development teams.

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

*Health & Public Services - Short-term Contract*

- Provided **creative staffing solutions to support business development and an organizational change initiative** in the health practice of a global consulting firm with over **18 health and revenue clients**, sourcing over 75 open roles at a given time.

**Kaiser Permanente - Oakland, CA - Business Analyst** Jan 2011–Mar 2011

*Compliance - Short-term Contract*

**Full-time Student** 2008 - 2010

**Accenture - San Francisco and Oakland, CA - Full-time employee**

- **High-Performance Process Excellence - Process Specialist & Project Coordinator (Remote)** Jul 2006–Oct 2008
  - Coordinated web developers, SAP specialists, and senior Subject Matter Experts for quarterly intranet updates with the latest Best Practices in Consumer Goods & Services and Retail.
- **ACN Kaiser Permanente Accounts - Client Site PMO Office Manager & Project Coordinator** Aug 2004–Jul 2006
  - Facilitated smooth operations and communications throughout ongoing changes to **+400pp team structures**.