

ALICIA LERRIGO

Senior Project Portfolio Manager

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Dedicated program leader with **18+ years of experience** managing projects for complex large and medium matrix organizations. 7+ years PMO; 4+ years Portfolio Management; 5+ years Marketing, Product Development, and Process Design. Action-oriented and self-disciplined; 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 creating and managing analytics dashboards (Tableau, Smartsheet, Excel, Atlassian, MS Project)

AREAS OF EXPERTISE

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

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

Products: Mobile Applications | SAAS | Data Analytics Tools | Fintech | Compliance | Marketing & Sales

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 & Behavioral Sciences

College of Marin | Kentfield CA, U.S.A. - **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

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

PROFESSIONAL EXPERIENCE

Three Trees Enterprises • Novato CA: Founder; February 2023 - October 2023

- Co-developed digital art business with artist Robert Mertens. Designed and managed website; created content, communications, blogs, and social media marketing strategy. <https://www.robertmertensartofwellness.com>
- Co-developed PARC (Peace Awareness Response Community) program training for the Police Officers Research Association of California (PORAC).

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.

Three Trees Institute • Novato CA: Founder; October 2018 - April 2022

- Launched a wellness, coaching, and training startup; Ran funding, business development, operations, and marketing.
- Spearheaded and managed marketing workflows and go-to-market strategies with a team of 11. <https://www.threetrees.io>

Subud Marin • San Anselmo CA: Program Manager; February 2018 - January 2022

- Led the revitalization of a non-profit community enterprise
- Achieved the buy-in of the local community and four layers of the non-profit committees

- Launched a state-wide marketing and fundraising campaign
- Raised and managed a \$100k budget for community center improvements.
- Managed accounting; Provided monthly financial and overall project progress reports.

Wells Fargo & Co. ▪ San Francisco, CA (Remote): Project Portfolio 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. Managed a portfolio with Canada, Brexit, Dublin, and Cayman Multi-Currency initiatives; tracked and managed activities related to process modeling.

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. Utilized Tableau for modeling analytics dashboards.

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

Wholesale Banking International - 3 mo. Backfill Contract

- Coordinated product development and process improvement groups for Global Expansion of Canada Treasury Management, under Wholesale Banking International Payments and Receivables

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.

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

Health & Public Services - 9 mo. Contract

- Provided creative staffing solutions for an organizational change initiative while supporting over 18 health and public services clients, including Medicare and Medicaid. Sourced 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 Accenture's High Performance Process Excellence group. Consumer Goods/Services and Retail Industries.

Kaiser Permanente - Client Account Office Manager & Project Coordinator Aug 2004-Jul 2006

- Streamlined operations, communications, and special projects throughout ongoing changes to the +400pp team.

Facilities and Services - Accounting and Invoice Coordinator Jan 2004-Aug 2004

- Co-managed facility accounting; Handled operations accounts payables for multiple offices.