



ALICIA LERRIGO

32 Aries Lane, Novato, California 94947 | 415.999.9891 | alicialerrigo@gmail.com | Skype ID: alicialerrigo
<https://www.alicialerrigo.com> | <https://www.linkedin.com/in/alicialerrigo> | US Citizen & Vaccinated

I am a dedicated business professional with **10+ years** of comprehensive experience in **project and program management** for both **business and technology initiatives** of a wide variety of size and complexity. I'm both process oriented and creative, and I've learned that the balance between the two is key. I'm especially excited about making improvements where I can - including in the form of contributing organizational assets that may be a result of those improvements. I strive toward leading by example, and I am also inclined to seek out mentors as I am passionate about continuous growth. Over the years I have learned how to maintain my wellness while working under pressure, a skill which enhances the quality of my work. With a **multicultural upbringing** in South-East Asia, Norway, England and the USA, and working knowledge in Bahasa, Indonesia, I bring an appreciation for many working styles to the table.

AREAS OF EXPERTISE

Project, Program and Portfolio Management | Product Development Support | PMO | For Profit & Non Profit Waterfall/Predictive, Hybrid, Agile Scrum | Scrum Master & Innovation Team Lead | E2E SDLC | Capacity Planning | Risk Management | Disaster Recovery | Business Process | Change Management | Learning & Development Marketing and Brand Strategy | Communications | Demand and Lead Generation | CRM | Contract Negotiation | Vendor Management | Mobile Applications | Websites | Data Analytics Dashboards | Fintech Products

EDUCATION

Bachelor of Science in Business Administration and Marketing
PACE, Lubin School of Business | New York, NY, USA (online/finalizing)
Associate of Arts in Social and Behavioral Sciences
College of Marin | Kentfield, CA, USA
Alpha Gamma Sigma Honor Society

TRAINING

Certified Scrum Master Course - 16 hours
Project Management Training Academy - 30 hours
(Approved to take the PMI-PMP, in process)
Primavera P6 Training: Pacific Gas and Electric (PG&E), Kaiser Permanente

ACTIVITIES

Oracle's Primavera P6 Professional Project Management - SME
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 | Microsoft: Excel, Visio, Powerpoint, Project, Teams | Office 365 | Primavera P6 (Oracle) | PMUWS | STAMP | Kindling | SAP | SharePoint | RPM | OneLink | Remedy | MyScheduling | Slack | Skype | Outlook | Mindbody | Smartsheet | Google Office Suite: Sheets, Docs, etc. | ADP Payroll Administration | 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 Program 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 Institute" Novato, CA.:**
 - **Developed business plan** and **financial forecasts; raised funding** to operate Three Trees Wellness Institute, a start-up small business, for one year with nine employees. (Closed due to impacts of Covid)
 - Took on four wellness clients and an artist for marketing and website development.
 - Designed logos and brand elements with a creative team and ran weekly marketing campaigns across several social media channels.
 - Monitored website traffic, producing analytics reports and fresh ideas based on findings.
 - Conducted testing of various advertising strategies.
 - 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; developed and delivered presentations across regional groups.
 - **Achieved the buy-in of the local community, and four layers of the non-profit committees**

- Handled communications, serving as 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 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 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 both 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**.