

ALICIA LERRIGO, PMP

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STRATEGIC OPERATIONS & PROGRAM MANAGEMENT LEADER

PMP-certified strategic operations and program management leader with 15+ years of experience delivering enterprise transformation, operational modernization, technology implementation, and cross-functional programs across fintech, cybersecurity, healthcare, utilities, logistics, consulting, nonprofit, and entrepreneurial environments. Known for bringing structure to ambiguity, aligning stakeholders, strengthening governance, and translating complex priorities into practical execution plans and scalable workflows.

CORE EXPERTISE

Strategic Operations • Program & Portfolio Management • Cross-Functional Leadership • Business Transformation • PMO Governance • Operational Excellence • Implementation Planning • Stakeholder Management • Agile & Hybrid Delivery • Process Improvement • Change Management • Risk & Dependency Management

TOOLS & PLATFORMS

Jira • Confluence • Smartsheet • MS Project • Primavera P6 • Salesforce • Tableau • SharePoint • Excel • PowerPoint • Word • Teams • Outlook • Google Workspace • Slack • Asana • ChatGPT • Claude

PROFESSIONAL EXPERIENCE

Three Trees Wellness (Centerprise Solutions) | Founder & Independent Operations Lead

San Anselmo, CA | Oct 2018–Present

- Maintain a limited independent practice providing select 1:1 coaching and remote wellness and creative projects; previously built and operated a multidisciplinary wellness services and community-programming organization coordinating practitioners, contractors, partners, clients, and vendors
- Adapted the operating model during COVID-19 by introducing virtual and hybrid services, digital scheduling, livestream programming, remote communications, and online participant workflows
- Designed onboarding, documentation, scheduling, communication, and service-delivery processes that improved operational consistency and participant experience
- Managed quarterly revenue forecasting, pre-sales estimates, level-of-effort planning, practitioner schedules, vendor coordination, and customer engagement activities

Visa | Senior Portfolio Manager / PMO Consultant

*Foster City, CA | Remote | Fixed-Term **Maternity Leave Coverage** | Apr 2022–Feb 2023*

- Coordinated cross-functional delivery and operationalization for Open Banking API and cybersecurity identity and access management initiatives involving product, engineering, operations, cybersecurity, implementation, and business stakeholders
- Managed Agile delivery workflows, implementation plans, dependencies, stakeholder updates, operational-readiness activities, and issue resolution across concurrent enterprise initiatives
- Facilitated team cadences, governance reporting, action tracking, escalation, and program-data management using Jira, Confluence, Excel, and enterprise reporting tools

Subud Marin Community Organization | Program Director & Consultant

San Anselmo, CA | Feb 2018–Jan 2022

- Directed organizational restructuring, operational modernization, communications, stakeholder engagement, and program coordination for a 50-year-old nonprofit organization
- Established operating cadences and coordinated volunteer leaders, programs, events, fundraising, and capital initiatives contributing more than \$100K to organizational development

Wells Fargo & Co. | Senior Project Manager Consultant

San Francisco, CA | Remote | Jun 2017–Dec 2017

- Coordinated process improvement, implementation planning, governance, reporting, stakeholder communications, and issue follow-up for Treasury Management, Payments, and Receivables programs

Matson Navigation | PMO Portfolio Manager Consultant

Oakland, CA | May 2016–Dec 2016

- Managed program operations and reporting for a \$3M technology and innovation portfolio supporting mobile applications, operational dashboards, finance tools, and proof-of-concept initiatives
- Coordinated Agile delivery, governance meetings, risks, dependencies, stakeholder inputs, and executive reporting across technology, business, and operations teams

Pacific Gas and Electric | Senior Project Manager Consultant

Walnut Creek and San Ramon, CA | Mar 2015–Dec 2015

- Led a \$2.72M initiative migrating gas-distribution records into a centralized document-management platform
- Managed implementation planning, governance, risk tracking, executive reporting, and coordination across operations, engineering, compliance, technical, vendor, and change-management teams

Wells Fargo & Co. | International Project Portfolio Manager / PMO Consultant

San Francisco, CA | Aug 2013–Jan 2015

- Led global rollout coordination for an enterprise compliance platform across the United States, APAC, Canada, and EMEA
- Directed stakeholder communications, training, governance, change management, risk tracking, and implementation planning across distributed teams

Kaiser Permanente | PMO Intermediate Business Consultant

Oakland, CA | Feb 2012–Jun 2013

- Directed regional PMO activities supporting more than \$75M in infrastructure and SaaS initiatives across 200+ remediation projects
- Managed implementation planning, vendors, governance reporting, budgets, operational readiness, documentation, and change management across concurrent programs
- Produced executive reports and risk assessments and served as Primavera P6 subject matter expert supporting training and workflow standardization

Accenture | HR Program Consultant

San Francisco and Oakland, CA | Mar 2011–Nov 2011

- Supported organizational change, workforce planning, staffing, and stakeholder coordination across healthcare and public-services consulting engagements
- Maintained consultant availability, assignments, staffing status, schedules, program materials, and workforce information in Accenture MyScheduling

EARLIER EXPERIENCE

Kaiser Permanente | Business Analyst

Oakland, CA | Jan 2011–Mar 2011

Analyzed compliance, reporting, process documentation, and operational requirements within healthcare operations

Accenture | Process Specialist & Project Coordinator

San Francisco and Oakland, CA | Full-Time | Jan 2004–Oct 2008

- Coordinated PMO governance, stakeholder communications, SAP-related workflows, scheduling, reporting, documentation, and process-improvement activities across healthcare, retail, and consumer-goods consulting engagements
- Supported employee performance rating and calibration cycles by coordinating stakeholder inputs, schedules, documentation, action items, and follow-up with HR and consulting leaders
- Supported consulting teams through meeting coordination, operational reporting, process documentation, and cross-functional follow-through

EDUCATION & CERTIFICATIONS

Project Management Professional (PMP) - Project Management Institute

Business Studies Coursework: Marketing & Management - Pace University, Lubin School of Business

AA, Social & Behavioral Sciences - College of Marin

LANGUAGES & GLOBAL EXPERIENCE

Bahasa Indonesia — Conversational

Raised in Indonesia and previously lived in Norway and England; experienced working across cultures and communication styles.