

ALICIA LERRIGO, PMP

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PMP-certified Program and Operations Manager with **15+ years** of experience leading complex technology, transformation, and cross-functional initiatives across healthcare, finance, logistics, and startup environments. Experienced in portfolio management, growth operations, process optimization, and stakeholder leadership for enterprise and mission-driven organizations.

EXPERTISE

Program & Portfolio Management • PMO Leadership • Agile/Scrum • Cross-Functional Operations • Growth Operations • Process Improvement • Change Management • SDLC • Stakeholder Engagement • Digital Marketing Operations • Customer Experience Workflows

TOOLS

Jira • Asana • Smartsheet • MS Project • SharePoint • Slack • Google Workspace • Canva • Shopify • Wix • Microsoft Office

EXPERIENCE

Three Trees Enterprises | Founder, Oct 2018 – Present

- Co-founded and operated a multidisciplinary wellness startup, leading operations, partnerships, marketing initiatives, fundraising support, and coordination of a 9-person practitioner and production team
- Directed brand, digital, and customer engagement strategy across web, social, livestream, and community event channels, developing onboarding workflows, marketing funnels, and operational systems to support growth and service delivery

VISA • Foster City, CA (Remote): Senior Portfolio Manager/PMO Consultant, Apr 2022 – Feb 2023

Open Banking API Connect and Cybersecurity B2B IAM, backfill consultant

- Provided project and product management support for payments and receivables platforms as Scrum Master, managing SDLC workflows and client implementation

Subud Marin • San Anselmo, CA: Program Director (Volunteer & Consultant), Feb 2018 – Jan 2022

- Directed rebranding and restructuring of a 50-year-old non-profit, including raising **\$100K** for capital improvements via a state-wide fundraising campaign

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

- Supported project management and process improvements for a multi-million-dollar global wholesale product expansion in Treasury Management, Payments, and Receivables

Matson Navigation • Oakland, CA: PMO Portfolio Manager Consultant, May 2016 – Dec 2016

Technology Architecture and Innovation, consultant

- Led a **\$3M** IT portfolio and multiple proof-of-concept initiatives, delivering mobile apps, sales tools, and finance dashboards through Agile cross-functional teams

Pacific Gas and Electric • Walnut Creek & San Ramon, CA: Senior Project Manager Consultant, Mar 2015 – Dec 2015

Gas and Electric Distribution, consultant

- Led a \$2.72M proof-of-concept transforming gas distribution records into an enterprise document management system, aligning disaster recovery and change management teams

Wells Fargo & Co. • San Francisco, CA: International Project Portfolio Manager/PMO Consultant, Aug 2013 – Jan 2015

Wholesale Banking Customer Due Diligence, consultant

- Led partner engagement, training, and change management for enterprise-wide compliance platform implementation
- Directed rollout of 18 global banking offices across the US, APAC, Canada, and EMEA (2013–2014)
- Identified and mitigated multibillion-dollar compliance loopholes in U.S. federal government and EMEA customer requirements

Kaiser Permanente • Oakland, CA: PMO Intermediate Business Consultant, Feb 2012 – Jun 2013

Technology Infrastructure Remediation, consultant

- Regional PMO Lead managing deployment of **\$75M+** in technology and SaaS projects, overseeing project teams, change management, budgets, and vendor payments

EDUCATION

Marketing & Digital Marketing Studies

Pace University, Lubin School of Business (online)

Scrum Master | Oracle Primavera | PMP Certified (2026)

AA, Social & Behavioral Sciences

College of Marin — Kentfield, CA | 2018 - Alpha Gamma Sigma Honor Society