

ALICIA LERRIGO, PMP

San Francisco Bay Area, California

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Strategic Operations, Program & Transformation Leader

PMP-certified strategic operations and transformation leader with 15+ years of experience leading cross-functional initiatives across energy, fintech, healthcare, logistics, and entrepreneurial environments.

Known for systems thinking, stakeholder alignment, and translating complex operational challenges into scalable business solutions supporting modernization, operational effectiveness, and organizational transformation.

Experience spanning enterprise programs, digital initiatives, Agile delivery, process optimization, and cross-functional execution across complex enterprise environments.

CORE EXPERTISE

Strategic Operations • Program & Portfolio Leadership • Cross-Functional Leadership • Business Transformation • Systems Thinking • Organizational Effectiveness • Operational Strategy • Agile Delivery • Stakeholder Alignment • Process & Workflow Optimization • Change Management • PMO Governance • Product & Platform Operations • Enterprise Program Delivery

TECHNOLOGIES

Jira • Confluence • Primavera P6 • Smartsheet • MS Project • SharePoint • Excel • Google Workspace • Slack

EXPERIENCE

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

Oct 2018 – Present

- Built and operated a multidisciplinary service and operations business overseeing operational systems, partnerships, customer engagement workflows, and distributed contractor coordination
- Designed digital workflows, onboarding systems, livestream operations, and customer engagement processes supporting scalable service delivery
- Led operational planning, workflow optimization, vendor coordination, marketing initiatives, and cross-functional business operations

Visa | Senior Portfolio Manager / PMO Consultant

Foster City, CA (Remote) | Apr 2022 – Feb 2023

- Supported Open Banking API and cybersecurity IAM initiatives, coordinating cross-functional delivery across product, engineering, operations, and client implementation teams
- Managed Agile delivery workflows, enterprise stakeholder coordination, and implementation activities supporting payments and receivables platforms
- Facilitated alignment across technical and business stakeholders to support operational readiness, platform adoption, and cross-functional execution

Subud Marin Community Organization | Program Director & Consultant

San Anselmo, CA | Feb 2018 – Jan 2022

- Directed organizational restructuring, operational modernization, and rebranding initiatives for a 50-year-old nonprofit organization
- Led stakeholder engagement, fundraising strategy, and capital improvement initiatives supporting long-term organizational sustainability
- Coordinated communications, volunteer leadership, operational planning, and community outreach initiatives

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

- Supported process improvement and operational initiatives for a multi-million-dollar global wholesale banking expansion within Treasury Management, Payments, and Receivables
- Coordinated cross-functional project activities, stakeholder communications, and implementation planning across enterprise teams

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

- Managed a \$3M technology and innovation portfolio supporting mobile applications, finance dashboards, and operational proof-of-concept initiatives
- Led Agile cross-functional coordination across technology, business, and operational stakeholders

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

- Led a \$2.72M enterprise initiative modernizing gas distribution records into a centralized document management platform supporting operational efficiency and infrastructure modernization
- Coordinated utility operations, compliance, disaster recovery, and change management stakeholders across complex cross-functional environments
- Managed project delivery, operational alignment, implementation planning, and stakeholder coordination supporting enterprise modernization initiatives

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

- Led global rollout coordination and stakeholder engagement activities supporting enterprise-wide compliance platform implementation across the U.S., APAC, Canada, and EMEA regions
- Directed partner communications, training coordination, and change management initiatives supporting international banking operations
- Identified and mitigated enterprise compliance risks tied to customer due diligence and regulatory requirements

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

- Served as regional PMO lead supporting deployment of \$75M+ in infrastructure and SaaS technology initiatives across healthcare operations environments
- Oversaw project coordination, operational planning, vendor management, and change management activities across concurrent enterprise programs

ADDITIONAL EXPERIENCE

Accenture — Enterprise Program & Project Management Roles | 5+ Years

Supported enterprise technology, operations, and transformation initiatives across financial services, healthcare, and infrastructure environments.

EDUCATION & CERTIFICATIONS

PMP Certification — Project Management Institute

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

AA, Social & Behavioral Sciences — College of Marin