

# ELIZABYTH HARRINGTON

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**ENTREPRENEURIAL VISION | DEVOTED PEOPLE LEADER | TURNAROUND SPECIALIST**  
**STRONG COMMUNICATOR ABLE TO ENGAGE AND INFLUENCE DIVERSE STAKEHOLDERS**

**CAREER SNAPSHOT** – Enthusiastic and influential leader with 10+ years of experience mentoring and coaching high-performing teams with clarity and honesty to deliver software products that exceed client expectations. Versatile and open-minded strategic thinker, comfortable in fast-paced, Agile (Scrum and Kanban), predictive (waterfall) and Hybrid environments. Excellent project management and communication skills; high emotional intelligence and the ability to break down the most complex problems into achievable goals. Certified PMP and CSM.

## SIGNATURE STRENGTHS & COMPETENCIES

### PEOPLE MANAGEMENT

Empathetic Leadership  
Communication  
Team Building  
Mentoring & Coaching

### PROGRAM MANAGEMENT

Budget Management  
Risk Analysis & Mitigation  
Scope & Schedule Management  
Quality Assessment

### CLIENT RELATIONS

Proposal/Contract Writing  
Negotiations  
Stakeholder Management  
Strategic Direction

### **TECHNICAL SKILLS:**

JIRA, Azure DevOps (ADO); Smartsheet, MS Project, SaaS, PMO, Google suite, Trello, Basecamp, Wordpress, Adobe Design Suite, Confluence, Slack, Zoom, Miro, Google Analytics, MS Office (Excel, Word, Powerpoint, Sharepoint, Teams), SDLC, Agile, Windows, MacOSX

## WORK EXPERIENCE

**AD HOC, LLC – WASHINGTON, D.C.(REMOTE) | 8/2021 – 4/2023**

### **Program Manager**

Led team that migrated a SaaS healthcare application (CMC) to cloud platform in Azure. Initiated strategic planning and developed gap analysis and disaster recovery plans for senior leadership, involving multiple internal and external teams for a complex cutover and migration of all patients' personal and financial data to a newly designed Salesforce system.

- **Distributed over 175,000 grants totaling \$700M during an 18-month period.**
- **Successfully managed a \$6M program overseeing a team of 12 engineers, product and project managers.**
- Stabilized unreliable system, ensuring it worked flawlessly through the client's largest-ever annual enrollment surge.
- Championed process management and system improvement to achieve a 314% increase in site portal use and a corresponding 56% decrease in Call Center volume.
- Identified risks to Salesforce program (a full year in advance) and developed contingency plan to keep CMC application running a full year beyond its sunset date when those risks came to fruition.
- Set up Incident Response process and created supporting documentation, resulting in a 77% improvement in response time to service tickets.

## **NIKE DIGITAL – BEAVERTON, OR | 7/2015 – 7/2018**

### **Senior Project Manager**

Orchestrated course-correction of high-profile digital lottery program and successfully brought it back on schedule to deliver on time. Overhauled workflow management in Quality performance team and introduced Agile principles, scrum and Kanban concepts. Set up JIRA projects and Confluence spaces, Scrum Master for three performance engineering teams.

- **Audited and streamlined project finances, saving Nike more than \$25,000 per month.**
- Transformed Performance Cloud Engineering department by introducing Agile methodology and setting up new systems to manage workflow more effectively.

## **FANDANGO – SANTA MONICA, CA | 7/2015 – 7/2018**

### **Project Manager**

Established in-house Creative Services Department, including introducing processes and systems for project management and communication for Ad Sales projects; developed change control system and workflow tracking systems; managed large portfolio of programs and projects for Ad Sales department.

- **Led Fandango's first full homepage takeover, involving collaboration between the client and multiple teams of in-house and third-party vendors.**
- Increased number of custom ad-related products sold by 300% over 11 months.
- Developed design guidelines and specifications for all new advertising components on Fandango's smartphone and tablet apps.

## **VISALUS – LOS ANGELES, CA | 9/2008 – 7/2009**

### **Product Manager**

Redesigned large sections and designed new features for Vi-Net, a tool for ViSalus distributors. Set up system for capturing user questions into library of Frequently Asked Questions. Provided UX designs and graphic resources to development team after designer left the company.

- **Developed onboarding program for new distributors, which streamlined and condensed a confusing system of random videos and articles into a step-by-step online class.**
- Designed online printing tool for distributors to access company-branded marketing collateral.
- Designed roles-based security and administration policies for setting up users

## **4 MONKEYS DESIGN, LLC – REMOTE | ONGOING AS NEEDED**

### **Program Manager**

This is my LLC that I use for contract work where no outside agency is involved or situations where an LLC is required. The above gaps in my resume are due to my involvement in these types of full-time contracts. The below represent programs where I was brought on either as an individual program manager by a client or provided the entire team responsible for the product.

- **Toyota** – Spearheaded design and implementation of rich media Smart Board Installation for Toyota Learning Center at Toyota Headquarters in Los Angeles (hired as team)
- **Nissan** – Led design and development of iPad app for Sales Training Conference (hired as Program Manager)
- **Korbel Media** – Established interactive department and created all relevant PMO systems, processes and documentation; hired staff and oversaw portfolio of web-based, e-commerce programs for Korbel Champagne Cellars, Korbel Brandy, Kenwood vineyards. (hired as Program Manager)
- **Hansen Beverage Company** - Rumba beverage and Hansen Beverage websites (hired as team)
- **Disney Consumer Products** - designed and delivered two iterations of the Disney Bridal website (hired as Designer/Project Manager)
- **East Los Angeles Community College** - RCAT website implementation (hired as team)
- **Mandalay Pictures** - UCLA/Peter Guber's online film class (hired as Program Manager/Product manager)
- **Moviola Education Center** - designed and taught web design course for film editors (hired as Program Manager/Curriculum developer)

## EDUCATION

**BA – BUSINESS ADMINISTRATION** | Warner Pacific University, Portland, OR

**AA – General Education** | Green River Community College, Auburn, WA

**PMP** | Project Management Institute (PMI)

**CSM** | Scrum Alliance