

Dear Hiring Manager:

Thank you for taking the time to review my resume. Here's a little bit more about me:

- ❖ I have more than 15 years of experience designing information systems, coaching professionals, troubleshooting process and workflow challenges, and managing business solutions.
- ❖ I have unwavering curiosity about all things IT and don't shy away from a good conundrum—nothing is more satisfying than cracking a complex problem with a bit of tenacity and some inventive thinking.
- ❖ I am looking for a position that marries my love of technology and innovation with my desire to help teams be more productive and proactive, allowing my creative and my analytical brains to work in concert.

I'm a skilled project manager and team leader. I'm adept at balancing competing needs, troubleshooting challenges and effecting change. In a previous position at a large corporation, I played an integral part in the redevelopment of its HR 'People Plan'. After witnessing a handful of employees resign or be terminated within their first six months, I knew the issue was more than compensation or a lack of competency. I brought the problem to my leadership team and offered to develop a solution. I held one-on-one feedback sessions with my colleagues and, after synthesizing the data I'd gathered, I discovered it was a lack of training and job resources. As a result, I developed a custom training program for our location. Based on my team's feedback, I established position goals and progress expectations. I wrote training guidelines, designed coaching forms, checklists, and created flowcharts to establish a clear structure that anyone could implement and use regularly. The deliverables were so well-received by leadership that my suggestions were integrated at a corporate level.

I'm also skilled in designing and managing information-driven systems and projects. I've helped analyze processes, develop technical workflows, write project plans, and coordinate complex system/service implementations. In my current position, I wear many hats, one of which is managing the day-to-day IT/IS operations. I setup and retire workstations and equipment, administer network users and Office365 accounts, and work closely with our outside IT consultant to develop the firm's IS strategies and deploy solutions and workarounds.

I'm adept at analyzing high-level business needs and translating gaps into detailed requirements. I have worked on teams that conducted user experience testing and generated detailed system reports with cost-benefit analyses, E-R/data-flow diagrams, system design specifications with decision tables, software/ hardware selections, dialog diagrams and project data dictionaries/repositories. I can design user interface and system prototypes in VB.NET and am capable of building complex databases in programs such as Access. For example, I was the Data Architect and Project Manager on a team that developed a database streamlining distinct (yet related) data for a fictional hotel. The new enterprise business system tracked employee and guest data as well as occupancy and room rates/details. With minimal effort, users could process guest reservations, cancellations, room transactions, and generate reports and guest invoices. A data model/interface specification report was also developed for the project.



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I'm also practiced in current information system development methodologies and project management techniques such as traditional SDLC and Agile. And, while at WSU, I completed coursework in areas such as Enterprise Business System Development, IS Project Management, Data Management, Business Intelligence, and Operations Management.

In my current position at Tonkin Architecture, I manage all day-to-day operations and play a pivotal role in the long-term strategy of the firm. I work in a high-demand, fast-paced, cross-functional position that supports the executive leadership through:

- ❖ Operational insight and reporting
- ❖ Financial control and strategy development
- ❖ IT/IS system and process recommendation and implementation

During our recent corporate relocation, I was the acting Project Manager. Under my leadership, our operational downtime was limited to 24 business hours. I transitioned the firm to all new IT/IS vendors and service providers and managed every aspect of this process including vetting, bid solicitation/due diligence, feature selection, contract negotiations, contract terminations, and service installations. I was responsible for coordinating the complex scheduling of items such as the low-voltage/cabling and fiber installations, office furniture purchases, deliveries and setup, managing two teams of commercial movers, and the transition of all server, networking and workstation equipment. I also played a critical role in the lease negotiations—from reviewing legal documents and bringing concerns to executive leadership to interfacing with multiple stakeholders and resolving conflicts.

I've also helped plan urban community engagement projects, implement community initiatives, develop project and grant proposal budget spreadsheets, and launch an online project management (PM) system as a volunteer for a non-profit community organization. I was key in obtaining funding for and supervising the installation of a security fence its storage area in a high-crime area of downtown Seattle and was the Project Manager for the 2017 St. Patrick's Day event in Bell Street Park. For that event, I established and managed the budget, set up a PM system for tracking event tasks, milestones, scheduling, and documents. And, I designed all of the event's marketing and promotion materials.

I can be reached at 206.890.1177 and look forward to speaking with you.

Best,

