

Bespoke Search Group

Established Program Management and Operations leader with 8+ years in the Health and Wellness and Technology spaces with experience building cross-functional teams and operational frameworks across teams.

EXPERIENCE

Series C, Confidential
(Remote)

San Mateo, CA

Senior Manager, Business Operations

Dec 2022 - May 2023

- Coordinated and facilitated company-wide quarterly and semi-annual planning processes and timelines spanning across 8 different departments and touching over 150 employees' plans.
- Compiled and presented monthly roadmap readouts to the full C-Suite as well as quarterly plan readouts for company-wide consumption and transparency.
- Refined and built out process and tools to centralize OKR and Health of the Business reporting with cross-functional stakeholders from across the business and coordinated back to green plans with functional leaders.
- Partnered with various functions and stakeholders to build team-specific dashboards, project trackers, automations, and other capabilities in Jira, Notion, and other tools.
- Implementation and execution of special projects across the company including launching the company's first out-of-home marketing experiment and building out a proof-of-concept chatbot in Zendesk.
- Led cross-functional project management for operationalizing a flexible network of contracted therapists, facilitating conversations across People, Care Delivery, Finance, Legal, and Product; going from project inception to first contract signature in 4 months.

Lead Product Operations Manager

Mar 2022 - Nov 2022

- Coordinated the delivery of monthly Product Org roadmap and introduced 3 new processes that improved efficiency of monthly planning by 25%.
- Drove improvements to process and communications between Product, Technology, and Care Delivery organizations by building out centralized documentation hubs for teams; housing product roadmaps and quarterly initiatives, and instituting communication guidelines.
- Facilitated quarterly planning processes with Product and Technology orgs.

Series C, Confidential
Monica, CA

Santa

Lead Program Manager, Enterprise Partnerships

Sep 2021 - Mar 2022

- Management and facilitation of cross-functional projects and initiatives involving stakeholders across the B2B business including, but not limited to Sales, Customer Success, Product, Engineering, Data, and Legal teams.
- Creation, implementation, and improving internal processes, KPIs, and communications for Product and Technology, Brand Marketing, InfoSecurity, Legal.
- Facilitation of the integration between Headspace and Ginger's commercial teams and processes after the announcement of their merger in September 2021 as well as the development of v1 for an integrated product experience.

Senior Program Manager, Enterprise Partnerships

Jun 2019 - Sept 2021

- Built out new processes for cross-functional collaboration to support a scaling B2B team including building InfoSec and Legal workflows for procurement with Sales and Customer Success; Enterprise customer issue escalations, and brand marketing requests.
- Collaboration with product and Engineering leadership to establish operating mechanics for product delivery leveraging hypothesis-driven innovation frameworks to measuring learnings and business impact of experiments and feature releases.
- Project management of large-scale launches including Starbucks partnership and Virgin Pulse integration

Technical Project Manager

Oct 2016 - Jun 2019

- Led program management for Headspace's Sleep product, from prototyping through go-to-market launch.
- Facilitated roadmap planning, daily stand-ups, sprint plannings, squad health checks, backlog grooming session, and retrospectives for product development and infrastructure engineering teams

- Developed dashboards, processes, and metrics to evaluate squad velocity and performance using Jira data
- Collaborated with technical leads in the organization to develop an onboarding program for new engineering hires
- Conceived, launched, and maintained an internal beta program for employees with over 50% enrollment in the program.
- Led several initiatives and partnerships as a founding member of Headspace's Diversity, Equity, and Inclusion Committee including Trevor Project and NineDots.

Series B, Confidential

Venice Beach, CA

Marketing Manager

Feb 2015 - Aug 2016

- Marketing efforts preceding and at the 2016 Sundance Film Festival led to an increase of nearly 40% in Twitter followers and a 200% increase in active website users for Wevr
- Coordinated industry events for filmmakers, creatives, developers, and execs at events such as Tribeca Film Festival and Oculus Connect leading to content partnerships including Run the Jewels' 'Crown' music video feature in the New York Times VR mobile app

Technical Project Manager

Oct 2013 - Feb 2015

- Delivered projects include the successful deployment the Omaze overhaul in preparation of a global Star Wars charity campaign, rebranding of Movieclips.com for Fandango, launching an interactive storybook with BentoBox Interactive.

General Atomics

Battery Development Engineer

San Diego, CA

Oct 2010 - Sept 2012

- Developed experiments to design and test a prototype for an energy grid scale batteries. Interpretations of data resulted in the optimization of battery performance, exceeding set milestones for lifetime and increasing overall efficiency by 10%

SKILLS

- Agile Project Management , Jira, Notion, automation tools (Zapier, Unito), Adobe Creative Suite, Google Suite, Mode, Google Analytics, Amplitude, Testflight

EDUCATION

University of California - San Diego

Master of Materials Science and Engineering

La Jolla, CA

Sept 2008 - Oct 2010

Massachusetts Institute of Technology

MA

Bachelors of Materials Science and Engineering

Cambridge,

Sept 2004 - Jun 2008