

CHRISTINA LEE

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MANAGEMENT PROFESSIONAL

“Strategic Management Expert Driving Seamless Solutions”

Experienced program manager with a versatile skill set. Proven track record of success in operations, specializing in overseeing complex initiatives such as event planning and logistics coordination. Strong leadership and management abilities and expertise in data management, customer support, and regulatory compliance ensure effective project execution and stakeholder satisfaction. Able to leverage experience and strategic mindset to drive innovation and achieve organizational goals in dynamic environments.

CORE SKILLS INCLUDE:

Collaboration & Communication | Customer Satisfaction | Analytical & Organizational Expertise
Detail Orientation | Document & Report Generation | Process Improvement | Grant Administration & Compliance
Rapid Adaptability | Risk Management | Strategic Planning & Execution |
Emergency Management Operations | Training & Development |

SUCCESS HIGHLIGHTS

Team Leadership

Project Management

Technical Support

Successfully led multiple teams in transferring Iowa's 911 database, ensuring seamless integration for over 20,000 entries.

Orchestrated county conversions to enhanced 911 systems, guaranteeing accurate emergency response capabilities.

Provided technical support across seven states, ensuring optimal performance and regulatory compliance.

PROFESSIONAL EXPERIENCE

STATE OF COLORADO | Hybrid06/2024 – 05/2025

Field Operations Program Management Specialist

Selected Contributions:

- Enhanced efficiency of grant processing systems, improving turnaround time for sub-recipient reimbursements.
- Successfully planned and executed multi-day quarterly meetings, fostering professional development for local emergency managers.
- Strengthened collaboration between state agencies and local jurisdictions, improving situational awareness and response coordination.

FIRST ONSITE | Remote

03/2022 – 01/2024

MARKETING OPERATIONS MANAGER

Selected Contributions:

- **Lead a team of 20 professionals** in the Global Marketing department, driving impactful project management strategies and fostering operational excellence.
- **Direct and manage 10 strategic initiatives** centered around optimizing Highspot functionalities, ensuring seamless integration and maximum efficiency.
- **Navigate project timelines** ranging from weeks for smaller endeavors to months for complex initiatives, adeptly managing dependencies and mitigating delays.
- **Orchestrate the development and implementation of marketing collateral** by creating 50 distinct pitch styles and templates and streamlining communication efforts.
- **Train over 200 team members** on the Highspot platform and other essential tools, utilizing Microsoft Teams for comprehensive onboarding and ongoing support, fostering a culture of proficiency and collaboration.

LUMEN TECHNOLOGIES | Remote

05/2016 – 01/2022

TECHNICAL PROJECT MANAGER (2018 – 2022)

Selected Contributions:

- **Spearheaded the successful transfer of the State of Iowa's 911 database** to a new provider, meticulously collecting, organizing, and correcting customer data for over 20,000 entries, ensuring seamless integration and minimal disruption.
- **Led multiple teams** in converting counties from basic 911 to enhanced 911 systems, coordinating efforts between county officials, telephone companies, and database providers to achieve a 95% match rate for each telephone company, guaranteeing accurate emergency response capabilities.
- **Emerged as a SharePoint Subject Matter Expert**, orchestrating the setup and organization of pages for collaborative information sharing, while overseeing user access maintenance to ensure proper data security and integrity.
- **Provided crucial leadership support and technical guidance** across seven states for database and network requirements, addressing routing issues and queries to optimize emergency response operations.
- **Offered expert input** and critique on draft documents, leveraging specialized knowledge in 911 database management to develop efficient methods and procedures, contributing to the continuous improvement of emergency communication systems nationwide.

RELEVANT EARLY CAREER HISTORY

LUMEN TECHNOLOGIES, CUSTOMER CARE MANAGER | Denver, CO

05/2016 – 05/2022

INTRADO, **DATA ANALYST** | Longmont, CO

05/2010 – 02/2016

FLEXTRONICS/VERIZON WIRELESS, **IN-STORE TECHNICIAN** | Denver, CO

03/2009 – 05/2010

EDUCATION

Colorado State University Global, Aurora, CO

07/2024

Bachelor of Science, Marketing