

Liz Lockhart, MBA, PMP, PMI-ACP, CSP-SM, CAL, ICP-ACC, ITIL, SPHR

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■ Profile

Liz is an active leader, MBA, Project Management Professional (PMP), Certified Agile Practitioner (PMI-ACP), Certified Scrum Professional (CSP-SM) and agile evangelist with more than 8-years' experience in change management, leadership, organizational development, technical implementation and project management. Honing skills and experience gained across technology, consulting and the energy industries, Liz focuses on building highly agile, laser-focused teams with shared accountability and commitment to success.

A flexible asset, Liz works nurture and grow relationships with stakeholders, partners and customers through setting realistic expectations, providing clarity and facilitating active collaboration among diverse teams. Core knowledge and experience areas include creative problem solving, project and program management, employee development, operations leadership, process improvement and change management.

Related Experience

Sr. Director, Project Management (PMO) & Training at Smarsh – Portland, OR – 4/2020-Present

- Continuously iterating and innovating to deliver desired outcomes. Manages both the Project Management and Training functions, leading strategy across both groups while also serving as a hands-on project leader and trainer for key strategic initiatives. Focusing on M&A integration and Leadership Development.

Director of Project Management Organization Services at Smarsh – Portland, OR – 8/2018-4/2020

- Full-lifecycle management of key cross-functional initiatives within Smarsh. Projects focused on internal efficiencies and improving product and service experiences for customers are top priority.
- Creator of Strategic Project Management Org, a first for Smarsh. Directs team of 7+ Project Managers, Engineers and Coordinators in solving complex, cross-functional challenges; embracing the impossible.
- Key leader of M&A integration activities: facilitates workshops, functional integration and strategic decision-making towards the integration of Smarsh and Actiance, totaling \$100M+ in revenue.
- Partners with HR leaders in attracting and retaining top talent. Contributes actively to external hiring beyond direct team as a culture-fit advocate. Mentors existing employees in their growth within Smarsh.

Adjunct Instructor at the University of Portland Pamplin School of Business – Portland, OR – 3/2019-Present

- Design, build and delivery of a graduate-level course in Operations Leadership. Inspiring and equipping MBA students to feel comfortable joining an operations team and beginning to lead, even without the title.

Program Manager at Smarsh – Portland, OR – 9/2017-8/2018

- Leading change programs across many different product and people-focused lifecycles spanning Customer Support, Professional Services, Site Reliability Engineering and Technical Operations.
- Serves as connective tissue between infrastructure, development, site reliability and customer-facing teams. As a ScrumMaster, implemented standardized cadence across all teams including standups, backlog grooming, spring reviews and sprint retrospectives. Enabled reporting in Jira, improved team velocity.
- Designs, builds and maintains teams, processes, systems and automated dashboards positioned to increase transparency, reduce ambiguity and greatly improve customer satisfaction during historical data import initiatives. Creates a culture of collaboration and high reliability across customer engagement teams.

Project Manager at Smarsh – Portland, OR – 9/2016-9/2017

- Owner of strategic, customer-facing initiative to migrate all client email hosting services from four historical systems to Exchange 2016, powered by Intermedia. Smarsh is a reseller of Intermedia services.
 - o Responsible for all migration and partner-vendor experiences both for customers and employees.
 - o Successfully migrated 4,300+ accounts with a combined 45,000+ email addresses while ensuring data continuity, compliant journaling/archiving configurations and full administrator enablement.
 - o Authored internal and customer-facing documentation, videos and instructional guides:
 - 55 dynamic instructional web pages in addition to a 150-page comprehensive User Guide
 - 10+ Customer-specific website and communications programs

Sr. Procurement Specialist at CLEAResult – Portland, OR – 11/2014-9/2016

- Works to develop, implement and maintain all technology procurement related activities as the corporate representative for all IT Procurement requests, issues, policies and procedures (3,000 employee users).
- Builds, manages and controls a supplier network capable of providing high quality products and services at a cost-effective price while maintaining the highest code of ethics and conduct.
 - o 2015 - \$1,000,000 Estimated savings and cost avoidance through negotiation, right-sizing
 - Negotiated enterprise contracts with Cisco WebEx (~2,400 users) while generating \$72,000 annual savings over previous configuration.
 - Created \$205,000+ of avoided cost due to price negotiation and right-sizing end user hardware. Reduced individual unit pricing by 15-33%.
 - Negotiated credits to cover \$190,000 of termination fees due to vendor contract breach.
 - Streamlined mobile device usage with policy development and implementation, generating \$200,000+ in savings per year over previous deployment (1,500+ wireless lines).
 - o 2016 Q1/Q2 - \$485,000+ Estimated savings and cost avoidance through negotiation YTD
- Negotiates contracts, policies and deadlines with all technology suppliers and vendors. Processes contracts from quoting through to execution. Interfaces directly with legal team and works collaboratively to ensure contracts are within scope and acceptable for all parties.
- Ensures compliance with the new processes through companywide communication and training of employees on changes to purchasing processes. Includes development of training material, lesson plans, and facilitating quarterly procurement training.

Technical Support and Procurement Specialist II at CLEAResult – Portland, OR – 10/2013-11/2014

- Works to ensure customer satisfaction through timely and complete responses to requests via phone, emails or in-person requests from 300 remote and in-office users.
- User-facing documentation lead. Works to create meaningful and easy-to-understand documentation of popular issues and resolutions to service requests. Built and launched new technology training series.
- Works with leadership to execute purchasing across all departments. Manages ordering, coding and billing for annual Technology and Capital Project budgets. Shows constant success in cost-savings over previous years through smart shopping, negotiation, and strong vendor partnerships.

Specialist at Apple, Inc. – Tigard, OR – 2/2011-4/2013

- Creator of the ultimate customer experience in the Apple Retail Store environment. Consistently ranked highly among top sales performers while leading the pack in customer satisfaction. B2B Sales Team Experience, during which Business Team revenue rose by 50%.

Education

University of Southern California, Los Angeles, CA
Doctorate of Education (Ed.D)
Organizational Change and Leadership
In Progress (Online), Expected May 2024

Int'l Experience: Netherlands, Spain

University of Portland, Portland, OR
BBA, Ops and Technology Management
Int'l Experience: Tokyo, Japan

University of Portland, Portland, OR
Master of Business Administration (MBA)

Certifications

Project Management Professional (PMP), 2020
Agile Certified Practitioner (PMI-ACP), 2019
Certified Agile Coach (ICP-ACC), 2020
Certified Scrum Professional (CSP-SM), 2020
Advanced Certified ScrumMaster (A-CSM), 2020

Certified ScrumMaster (CSM), 2017
Certified Agile Leadership (CAL), 2018
ITIL Foundations v3 and 4 (ITIL), 2019
Professional Training and Facilitation, 2019
Senior Professional in Human Resources (SPHR), 2021

Volunteer Experience

Organizing Committee Member at AgilePDX – 2019-Present
Assistant VP of Outreach & Director of Academic Outreach at PMI Portland – 2019-2020
Mentor, Blog Writer and Career Coach at PDXWIT – 2019-2020