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# LIZETT TRUJILLO

## IT MANAGEMENT & BUSINESS STRATEGIST

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### PROFESSIONAL SUMMARY

I'm an IT and business strategist who solves new challenges by empathetically uncovering the "why". I bring grit, resourcefulness, and diplomacy to every business problem I solve. I value quality and team collaboration to a fault. I enjoy mobilizing people and projects to produce something exceptional. My experience ranges from implementing ERP systems for the Fortune 100 to effecting Agile transformations and even promoting financial operational efficiencies.

### CORE COMPETENCIES

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|---------------------------|-------------------------------------|----------------------------------|
| ✓ Business Strategy       | ✓ Consulting                        | ✓ Quality Assurance              |
| ✓ Financial Operations    | ✓ Project Management                | ✓ Reporting & Analytics          |
| ✓ Agile Coaching          | ✓ Process Improvement               | ✓ Diagramming Business Processes |
| ✓ Relationship Management | ✓ Presentation & Negotiation Skills | ✓ Systems Development Lifecycle  |
| ✓ Emotional Intelligence  | ✓ CMS Management                    | ✓ ERP Systems                    |

### PROFESSIONAL EXPERIENCE

#### Ample, LLC

*Senior Operations Manager | Cincinnati, OH/Remote | March 2022-Present*

Senior Operations Manager is the "right hand woman" to the CEO and holds various responsibilities to ensure daily and long term operations occur to keep the organization running smoothly.

- Initiated financial planning optimizations and collaborated with CFO and CEO to execute changes which led to increased accuracy in forecasting, budgets, project estimations, and financial operational data
- Established new processes across disciplines that increased client confidence which directly attributed to selling new work and increased yearly revenue
- Identified several gaps in organizational operations and introduced solutions such as streamlining recruiting, hiring, and onboarding processes

*Senior Project Manager | Cincinnati, OH/Remote | December 2018-March 2022*

Senior Project Manager was responsible for the success of web development, content strategy, search engine marketing, and Agile initiatives. Business strategy and growth tracking was also provided to clients.

- Scaled the organization's ability to handle incoming projects by leading and implementing a custom agile transformation
- Built client relationships and an understanding of their industries to recommend and execute digital marketing strategies
- Managed teams to successfully launch development, content, creative, SEO, and paid search projects

## **Ingage Partners, LLC**

*Senior Consultant | Cincinnati, OH | October 2016-November 2018*

Scrum Master produced highly effective teams that delivered high value products by championing agile disciplines for the Production Support, Development & Operations teams, and across all teams at the program level.

- Analyzed teams' historical data to help plan future sprints and to estimate the cost of future work
- Proactively monitored teams' upcoming work to start eliminating impediments and promptly reacted to any new obstacles to ensure minimal disruption to flow of work
- Created awareness of problematic trends regarding internal team communication, cross-team dependencies, quality, and performance and then collaborated with teams & leadership to iterate on potential solutions
- Created awareness of positive trends to celebrate successes and to promote healthy behaviors among processes, products, and people

*Consultant | Cincinnati, OH | December 2015-October 2016*

Consultant held quality assurance analyst and business analyst roles to ensure high quality digital products by installing a quality assurance community of practice at client site.

- Identified gaps in quality assurance processes and quickly proposed process improvements that led to exponential time efficiencies
- Held the inaugurating QA lead role to install and spearhead a necessary QA community of practice
- Ensured quality standards were followed across all development teams in the organization for improved product quality

## **Gen Bamboo, LLC**

*Co-Founder | Bentonville, AR | October 2014-December 2015*

Owner held responsibility for overall build, direction, and growth of the company.

- Quickly adopted best practices in legal, accounting, design, supplier management, logistics, and customer service to ensure robust and streamlined business operations
- Continuously developed branding strategies with heavy use of social media to raise consumer awareness and engagement
- Commits to environmental stewardship by procuring sustainable materials to manufacture product and by providing aid to landscape preservation organizations
- Created a profitable company within 6 months of launch date and reached a 300% return on initial investment

## **Social Starters, Inc. - Brazil Immersion Program**

*Social Enterprise Consultant | Rio De Janeiro, Brazil | June 2015-August 2015*

Consultant managed social enterprise project which ultimately led to increased public safety in urban spaces.

- Managed a volatile client in a rapidly evolving and culturally dynamic environment
- Employed design thinking and implemented a minimum viable product (prototype) to test customer demand for client's next service and business model
- Increased customer engagement up to 30% by networking with customers at public events and linking them to a newly established newsletter campaign and social media platforms
- Established a project plan, recruitment & staffing procedures, documentation & organizational methodologies to ensure smooth business continuation

## **Accenture, PLC**

*Systems Integration Analyst | Los Angeles, CA | September 2011-January 2014*

Analyst supported large scale implementations of new and upgraded systems across various domestic and international clients in the metal manufacturing, media & entertainment, toy production, and banking industries.

- Learned to quickly acquire vast and specific client knowledge to support quality deliverables
- Collaborated cross-functionally to complete key activities in the systems development lifecycle such as project management, gap/fit analysis, business modeling, requirements gathering, testing, and end-user training
- Procured, analyzed, and synthesized data to deliver quality reports, identify pain points, and propose solid solutions that led to significant process improvements throughout several key areas
- Adapted to complex, unknown situations and successfully delivered on aggressive timelines
- Executed superior deliverables, collaborative team work, and strategic relationship management which directly led to sales of more implementations

## **Tyson Foods, Inc.**

*International IT Analyst Intern | Springdale, AR | May 2011-September 2011*

Intern built a collaboration tool for international teams and re-engineered an existing site as a marketing tool for the international division.

- Leveraged technology to establish collaboration across all business units from multiple countries which eliminated redundancies in business processes, enabled prompt knowledge sharing, reduced risks with new business approaches, and allowed for easier communication between long distance teams
- Gathered requirements by interviewing leadership from all of the international business units
- Utilized language and cultural skills to yield top results with teams in Brazil, Mexico, China, and India

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## **CERTIFICATIONS**

### **IDEO U - Storytelling For Influence**

*Issued August 2020*

### **Scrum.org - Professional Scrum Product Owner**

*Issued September 2017*

### **Scrum.org - Professional Scrum Master 1**

*Issued November 2016*

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## **EDUCATION**

### **University of Arkansas, Sam M. Walton College of Business**

*Fayetteville, AR | June 2007- May 2011*

Bachelor of Science in Business Administration and ERP Certificate in SAP R/3

Major: Information Systems, Minor: Marketing, GPA: 3.58

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