

LORA HILL

714.845.7104 | lora@careertuners.com | Corona, CA | linkedin.com/in/lora

Drives project success through agile management; leads meticulous planning and quality assurance to achieve stakeholder satisfaction.

Digital Project Management & Coordination | Tracking & Reporting | Risk Management | Project Resource Allocation

Leads complex projects through successful execution by utilizing the latest project management tools and methodologies. Effectively manages project scope, schedule, and resources; mitigates potential risks through proactive assessment and planning. Keeps projects on track by evaluating scheduling bottlenecks and reorganizing deliverables. Maintains project documentation by participating in meetings, managing stakeholder communications, and collecting feedback for improvement.

Project Scope Planning & Prioritization
Deadline Management
Project Quality Management

Project Management: PMBOK, CRM, Agile
PMO Meetings & Stand-ups
Multi-Tiered Stakeholder Management

Team Leadership & Collaboration
User Experience Improvement
Cost Analysis & Reduction

PROFESSIONAL EXPERIENCE

General Manager (**Project Management Duties**), The Rockery

03/2023 – Present

Brought on board to standardize the business operations; conducted interviews with Subject Matter Experts (SMEs) to gather project requirements and user needs. Oversaw a team of 20. Took over key operational projects, including ordering supplies and developing company newsletters. Nurtured long-term vendor relationships. Built a high-performing team by introducing employee training programs and defining reward-based performance metrics.

- Developed a comprehensive business playbook, defining the company policies and standard operating procedures; documented hiring, scheduling, and training best practices; utilized Google Docs and Notion to track project tasks and monitor progress.
- Enabled on-time project completion by leading proactive task planning and scheduling and by conducting weekly stand-up meetings. Regularly engaged with stakeholders to get project updates.
- Improved operational workflow and increased project visibility by establishing a project Kanban board.

Project Manager, Meesa

06/2021 – 01/2023

Supervised multiple internal projects for the enterprise security, legal, and IT teams by leveraging Waterfall, Agile, and hybrid methodologies. Developed PMO workflows, including effectively handling project documentation and artifacts; created project charters, user stories, and test plans. Implemented effective risk mitigation strategies by setting clear team goals. Utilized Asana and JIRA to assign project tasks and track progress, and Miro to visualize project requirements. Oversaw a comprehensive onboarding process for new team members, including developing resources for the first 30-60 days.

Project Track Record

- Saved \$225K in costs by executing a standardized vendor management process for Enterprise Security tools, including third-party integrations and license updates; negotiated contracts and fostered positive vendor relationships.
- Effectively scaled the internal security awareness program to maintain compliance with ISO 27001 and SOC 2 Type 2 certifications.
- Conducted tool training and security awareness lunch-and-learn sessions for employees; collaborated with cross-functional teams to identify areas of improvement and ensure robust security practices across the organization.
- Successfully implemented an export compliance process in response to business restrictions during the Russia-Ukraine war; kept the project on track by working with vendors and the DevOps team to address tool malfunction challenges. Utilized Salesforce.
- Led the Network Standardization program for 12 global office locations; steered seamless transition to a Network-as-a-Service architecture by collaborating with IT and security teams, and third-party vendors.

Strategic Stakeholder Communication | Project Planning Excellence

- Eliminated communication silos among remote teams during hyper growth by implementing efficient calendar management and collaboration processes; streamlined workflow by using standardized project management tools.
- Met project deadlines by conducting bi-weekly meetings, identifying backlog issues, and working collaboratively to implement corrective action plans; drove continuous improvement through regular stakeholder engagement and feedback.
- Drove quality project deliverables by conducting operational readiness reviews and user acceptance testing.

UX Researcher, Maidenly

11/2019 – 03/2021

Led a user research project for this start-up; presented findings to the business leadership and development teams. Collaborated closely with the UX and UI teams to ensure seamless integration of user-driven design metrics into the project. Utilized Google, Trello, and Kanban boards to manage project documentation and correspondence, and track progress.

- Developed and implemented the project plan for a Minimum Viable Product (MVP); aligned the project scope with user research and determined key feature development. Backed the beta launch through actionable insight generation.
- Expedited project delivery by utilizing Trello for efficient task scheduling. Collaborated with the C-suite to define development team schedules. Introduced daily stand-up meetings to resolve bottlenecks. Fostered a collaborative team dynamic.
- Led uninterrupted project delivery during a global pandemic by adapting to the changing landscape, leveraging available resources, and managing timelines effectively; gathered stakeholder insights through aggressive outreach.

UX Researcher, LifeWeb 180

10/2019 – 11/2019

Spearheaded a user research initiative to enhance the online platform by substantiating user preferences. Created design sprints for MVP. Defined user journeys through user interviews and SME input; addressed user pain points via iterative design and testing. Aligned cross-functional teams to define project scope and deliverables. Documented a repeatable research process for future projects.

- Implemented Agile to streamline the user research process and validate and disprove 9-month research insights within 3 weeks; created and presented the MVP to executives. Overcame time constraints through efficient deadline management.
- Drove strategic project decision-making and feature prioritization by facilitating discussions with stakeholders during weekly meetings; delivered synthesized findings through Google Slide presentations.

Leveraged multiple customer service roles to hone project management skillset, including active listening, feedback gathering, time management, attention to detail, and employee training and management.

06/2012 – 10/2019

Project Coordinator, People's Creative

06/2011 – 06/2012

Assisted the project managers in the production and syndication departments; utilized Excel for managing and executing project tasks. Seamlessly managed stakeholder communications via email and phone.

PROFESSIONAL DEVELOPMENT

User Experience Design, Designation

2019

College Courses: Communications, Sociology

Technical Expertise: Asana, Jira, Trello, Figma, Sketch, Miro, HTML, Google Docs & Sheets (MS Office Equivalent)