

GRETCHEN EGGING

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SUMMARY

A versatile Project Manager and Program Manager who streamlines operations, improves cost-efficiency, and optimizes client servicing across \$MM projects and initiatives. Depth of expertise navigating complex project issues and tight deadlines with poise and precision. A driven leader with a proven track record of managing cross-functional teams, communicating strategic business insights, and going above and beyond role to deliver transformative results.

EXPERIENCE

CLEAResult CONSULTING: LOS ANGELES, CA, 2012 – PRESENT

PROGRAM MANAGER: 10.2015 – PRESENT

- Project manage two active client programs totaling \$4M+ in annual projected revenue on behalf of largest energy efficiency company in the United States
- Leverage strategic approach and diligent work ethic to coordinate key client and contract management, forecasting, invoicing, marketing, and reporting activities
- Direct cross-functional teams of 30+ to plan and implement greening and rebate initiatives for high-profile clients, establishing and maintaining a workplace culture defined by efficiency and accountability
- Generated \$11M+ in customer and contractor incentives and increased project revenue by 21% in 2017
- Prepare extensive revenue, incentive, and savings forecasts, achieving accuracy within 0.7% for quarterly forecasts during the 2017 fiscal year
- Review KPIs and historical program data to track program performance, identify areas for cost-effective improvements, and adjust team focus to produce high-priority project deliverables
- Analyzed key financial and operational processes to strategically reduce T&M costs by \$450K+ per month over a two-year period without sacrificing quality or stakeholder satisfaction levels
- Overhauled reporting and invoicing processes to address frequent operational pain points, analyzing data on operational hurdles and implementing a corrective plan to achieve a full year without complaints
- Guide marketing team to develop results-driven messaging and visual branding, including e-newsletters, client presentations, and case studies, tracking performance to inform future marketing strategies and initiatives
- Draft and coordinate multiple client proposals to maintain cost-effectiveness, monitor need for program policy changes, and assess anticipated project risks

OPERATIONS SUPERVISOR: 01.2015 – 10.2015

- Supervised team of four and collaborated cross-functionally to manage intensive rebate initiatives
- Coordinated resources, evaluated and tracked marketing efforts, and directly supported 650+ customer accounts and 80+ contractors
- Optimized critical weekly KPI dashboard, streamlining and automating a 42-page document that took a full workday and 1 FTE to create into a concise, four-page dashboard that was generated in under two hours
- Coordinated planning, marketing, and execution of “Rooftop of Champions” competition that generated \$2.9M+ in incentives paid, saved 4.1M+ kWh, and improved long-term contractor program performance
- Improved communications and troubleshooting efforts between technical and non-technical stakeholders as the chief conduit between contractors, technicians, clients, and customers

SENIOR PROJECT COORDINATOR: 2012 – 2015

- Processed \$3M in rebates/incentives (14K+ individual rebate packets) with 100% accuracy for Southern California Edison HVAC Optimization Program, using expert attention-to-detail and organization skills to maintain continuous alignment of program scope with strategic business objectives
- Provided critical support to 58 contractors, 220 technicians, 225 customers, and internal team of 40
- Defined and reengineered strategic incentive procurement plan, transforming rebate issuance time from 63 to 4 days by automating, systematizing and streamlining documentation process, while maintaining 100% accuracy
- Organized and executed trade events for 100+ senior decision makers from 45+ HVAC contractors

ACCOLADES: Promoted into role specifically created to maximize operational impact, earning praise from senior leadership for proven leadership, client management, effective communication, and strategic business insights

VANPORT WAREHOUSING, INC.: **GENERAL MANAGER:** MIRA LOMA, CA, 2005 – 2012

- Oversaw daily operations, inventory management, quality improvement, safety, human resources, scheduling and maintenance for full-service paper manufacturing and distribution company with team of 50
- Expertly monitored 100,000-unit inventory, maintaining 99.98% inventory accuracy rate over seven years
- Decreased office expenditures 15% by identifying and implementing cost-saving controls and SOP's
- Created master schedule by analyzing production specs, establishing sequencing and setting lead times to meet strict shipping dates, applying sales forecasts and production requirements for up to 20 concurrent orders
- Initiated and led website redesign, performing all design and programming work in order to improve readability, user-friendliness, functionality and branding, and developing first digital marketing plan
- Increased communication, both vertically and horizontally, across the company, implementing open door policies and one-on-one meetings to effectively boost morale and maintain low employee turnover rate

EDUCATION

Bachelor of Arts

Comparative

Literature

University of

Washington

Seattle, WA

Comprehensive

Coursework

Project

Management and

Team Leadership

UCLA

Los Angeles, CA

Business

Communications

Duke University

Durham, NC

TECHNICAL

SKILLS

Proficient in

Mac + PC

XHTML/CSS/PHP

Salesforce

Microsoft Office

Word, PowerPoint

Excel, Outlook

Adobe

Creative Cloud

Photoshop

Lightroom

Illustrator

ADDITIONAL

INTERESTS

Photographer

Traveler

Climber

Summited

Mount Kilimanjaro

19,341 ft.