

GRETCHEN EGGING

📍 Los Angeles, CA

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SUMMARY

Strategic and agile **Program Portfolio Manager & Senior Operations Manager** with a sharp focus and fierce passion for driving revenue and leading top-flight teams to fuel record-breaking growth in matrixed organizations. Fearless operations leader skilled at building and motivating teams to achieve business targets, deliver results, and rise to the top in performance. Driven professional with an entrepreneurial mindset and prolific success at achieving profitability by streamlining procedures, yielding cost savings, and meeting tight deadlines. Master collaborator, cultivating relationships across the organization with clients, cross-functional teams, and leadership to communicate strategic goals and power performance.

EXPERIENCE

CLEARResult

Los Angeles, CA, 2012 – present

PROGRAM PORTFOLIO MANAGER

Mar 2023 – present

SENIOR OPERATIONS MANAGER, WEST REGION

Feb 2021 – Mar 2023

EDUCATION

Bachelor of Arts

Comparative Literature

University of Washington
Seattle, WA

Certification

Project Management Professional (PMP)

Project Management Institute (PMI)

Comprehensive Coursework

Presenting Data and Information

Edward Tufte

Project Management and Team Leadership

UCLA Extension

Business Communications

Duke University

Continuing Education Courses

Operational Excellence
Scrum

Business Analysis

Culture of Kaizen

PPT Presentations

Effective Meetings

- Spearhead the vision and strategy of the Operations team to devise and execute greening and rebate programs serving clients across the West region for the largest energy efficiency company in North America
- Drive performance excellence, overseeing operations for 10+ key utility clients
- Foster a culture of loyalty, building, directing, and retaining a high-performing rockstar team; sustained nearly 100% of all employees hired by investing in ongoing development, including employees assuming positions with increased authority across high-level company teams
- Lead business efficiency and effectiveness, overseeing processing, invoicing, reporting, and process improvement, going above and beyond operations role
- Inherited a critical project behind schedule and took charge to get it back on track and producing revenue
- Set forth the strategy and plan for the statewide HVAC program, undergoing a launch to drive \$7M in first 3 quarters
- Steer the workflows of mission-critical initiatives, innovating workarounds for IT gaps and weaknesses, enabling the company to process timely incentive payments, boosting partner satisfaction, and collecting \$12M in client billing
- Achieve contract compliance year-over-year by closely scrutinizing terms and ensuring full operations adherence
- Fulfill proposal terms, maintaining knowledge and familiarity of all terms and conditions of SOW and contract deliverables and delivering on promises outlined
- Shepherd clients through complex development of technological systems including configuration review and user testing of both internal and the client's system; expedited client payment time to yield immediate revenue results
- Set a standard for excellence, acting as sole operations staff for a large key program
- Thrive in a fast-paced, heavy-volume environment, shifting to meet competing priorities
- Swiftly advanced technical knowledge, leading a technical deep dive into workpaper savings, an essential element of program success; curated a qualified product list (QPL) and utilized workpapers to correctly calculate energy savings for over 100 measures
- Individually processed 37K rebate submissions, fueling \$8M in rebates for utility customers
- Perform root cause analysis to improve standard operating procedures, and implemented best practices across multiple programs, including creation of reporting and invoice templates
- Played a key role in the 2021 customer satisfaction (CSAT) score of 4.5/5 for a key account
- Exceeded company performance review standards for nearly 10 years

PROGRAM MANAGER

Oct 2015 – Feb 2021

- Presided over 2 client programs, driving \$4M+ in annual projected revenue, directing cross-functional teams of 30+ establishing and maintaining a workplace culture defined by efficiency and accountability
- Generated \$11M+ in customer and contractor incentives and expanded project revenue by 21% in 2017
- Prepared detailed revenue, incentive, and energy savings forecasts, achieving accuracy within 0.7% on 2017 quarterly forecasts

EXPERIENCE CONTINUED

TECHNICAL SKILLS

Proficient in

Mac + PC

Microsoft Office

XHTML/CSS

Salesforce

Adobe Creative Cloud

Squarespace

Adaptive

Monday.com

Asana

Workfront

Smartsheets

AREAS OF EXPERTISE

Management &

Leadership

Program Management

Strategic Planning

Change Management

Team Oversight

Project Management

Customer Service

Continuous

Improvement

Standard Operating

Procedures

Program Launches

Product Launches

Invoicing

Reporting &

Data Visualization

Performance

Management

KPI Development

KPI Compliance

Client Retention

Employee Retention

Energy Efficiency

Training & Coaching

Problem-Solving

Root Cause Analysis

Contract Compliance

Corporate

Communications

ADDITIONAL INTERESTS

Photographer

Web Designer

Maker/Craftsperson

Traveler

Climber

Summited

Mount Kilimanjaro

19,341 ft.

- Reviewed and scrutinized 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 decrease T&M costs by \$450K+ monthly over a 2-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 executing a corrective plan to achieve a full year with zero internal or client complaints
- Guided the marketing team in crafting results-driven, consistent messaging and visual branding, including e-newsletters, client presentations, and case studies; tracked performance to inform future marketing strategies and initiatives
- Drafted and led 20+ client proposals to ensure cost-effectiveness; tracked trends to drive policy changes and risk planning
- Held accountability over Los Angeles (LA) office management, stewarding assets (office equipment, server, computers) with zero losses and entrusted as the sole LA staffer with server access; coordinated minor equipment repairs with maintenance
- Led the team earning the Inspire Award for driving excellence and exhibiting unparalleled work ethic

OPERATIONS SUPERVISOR

Jan 2015 – Oct 2015

- Built and led a top-performing team of 4 and collaborated cross-functionally to drive mission-critical rebate initiatives
- Orchestrated marketing efforts including resource allocation to support 650+ customers and 80+ contractors
- Optimized KPI dashboards, streamlining and automating a 42-page document that took 1 FTE to maintain into a concise, 4-page dashboard that was generated in under two hours weekly
- Organized, promoted, and executed the “Rooftop of Champions” competition that generated \$2.9M+ in incentives paid, saved 4.1M+ kWh, and boosted long-term contractor program performance
- Improved communications and troubleshooting efforts between technical and non-technical stakeholders as the chief conduit between contractors, engineers, clients, and customers

SENIOR PROJECT COORDINATOR

Oct 2012 – Jan 2015

- Processed \$3M in rebates/incentives (14K+ individual packets) with 100% accuracy for the Southern California HVAC Optimization program
- Leveraged meticulous attention to detail and organizational skills to align program scope with strategic business goals
- Delivered best-in-class, critical support to 58 contractors, 220 technicians, 225 customers, and an internal team of 40
- Defined and reengineered the strategic incentive procurement plan, decreasing customer rebate issuance time from 63 to 4 days by automating, systematizing, and streamlining the documentation process while maintaining 100% accuracy
- Organized and executed trade events for 100+ senior decision-makers from 45+ HVAC contractors to engage key accounts, evangelize the program, and share the value proposition

VANPORT WAREHOUSING

Mira Loma, CA

GENERAL MANAGER / PRODUCTION MANAGER

2005 – 2012

- Led daily operations, inventory management, quality improvement, safety, human resources, scheduling, and maintenance for full-service paper manufacturing and distribution company with a staff of 50
- Expertly monitored 100K-unit inventory, maintaining a 99.98% accuracy rate for 7 years
- Reduced office expenditures by 15% by identifying cost-saving controls and standard operating procedures (SOPs)
- Created the master schedule, analyzing production specs, establishing sequencing, and determining lead times to meet strict shipping dates; generated sales forecasting and production requirements for up to 20 concurrent orders
- Initiated and led the website redesign to amplify the user experience, enhance readability, and raise brand awareness
- Raised the company profile, creating and rolling out the first-ever digital marketing plan
- Elevated communication standards company-wide, implementing open-door policies and 1:1 meetings to boost morale