



Elizabeth Lund – Administrative Manager

CREDENTIALS

Essentials of Project Management	Villanova University
BFA Theatre	Syracuse University
Publicity Coordinator	30th Anniversary Committee, Domestic Violence Services
Website Design Development	St. John's Episcopal Church
HR Chair	Spectra (Nielsen Marketing)
Publicity/Marketing	Humane League of Lancaster County – Inaugural Dinner Auction
Donation Solicitor	Red Cross – 9/11
Artist-in-Residence	State of Delaware
Entertainment Coordination	First Night Wilmington, Delaware
Founder/Producing Director	Stepping-Stone Theatre Co., Inc.
Expert knowledge: MS Word, Excel, Access, PowerPoint	
Strong proficiency: MS Project, MS Project Server, Adobe InDesign	

PROFILE

Project and event specialist with diversified experience in multiple business cultures and dynamic communications environments. Excellent track record of analyzing issues, creating solutions and establishing consistent messages to divergent audiences. Persistent problem-solver with hands-on working style. At ease handling multiple projects with equal competency, while ensuring strategic communication goals.

SELECTED ACCOMPLISHMENTS

Communication & Development

- Created consistent communication environments with internal technical and marketing teams and outside vendors, working from various time zones.
- Developed strategic publicity campaign to market anniversary celebration across diverse events.
- Originated non-profit press liaisons, ensured public awareness and positive perceptions.
- Increased special event attendance and revenue with creative press releases and follow-up.
- Published article and press release writer.
- Increased client satisfaction and technical response rate by designing interdepartmental notification system to instantly alert teams to issues in the field.

Project Management

- Improved project success rate by implementing quantifiable processes for assuring stakeholder consensus, project plan status, risk management communication and close-out lessons.
- Improved customer satisfaction and team performance by instituting reporting systems to communicate quality on-time delivery rates vs. other across multiple product teams. Re-delivery rates reduced to approximately 4% within 9 months.
- Enhanced ability to retain and gain clients for web based product through design and implementation of an accurate data scheduling system that gave reliable delivery dates.
- Ensured timely delivery of at-risk quarterly product by researching, determining and advising resource alternatives and timing strategies. Drove consensus between consulting, legal, development and production personnel.

Resource Management

- Removed resource contention obstacles from marginally staffed team through creative partnering with external departments.
- Reduced risk to inter-dependent products and resources by driving communication of process requirements across multiple teams and locations.
- Improved annual capacity planning by providing systems to measure resources across multiple locations and projects.
- Launched the corporate basis for product line profitability measurement through research, recommendation and implementation for on-line time reporting used across multiple locations.
- Ensured patient safety and bed utilization by maintaining nurse/patient ratio coverage by skillful negotiation and alternative scheduling.

Professional History

- Senior Project Coordinator: Spectra, Lancaster, PA, 1999 - 2005
- Executive Secretary: BonTon, York, PA, 1998 - 1999
- Staffing Coordinator – NICU, SS, PEDS, PP, L&D, NSY: Inova Health System, Fair Oaks Hospital, Fairfax, VA, 1996 - 1998
- Executive Secretary - Anesthesia: Inova Health System, Fairfax Hospital, Falls Church, VA, 1994 - 1996
- Administrative Assistant – Cardiac Cath Lab: St. Francis Hospital, Wilmington, DE 1993 - 1994
- Legal/Executive Secretary – Intellectual Properties: Hercules, Inc. (free-lance), Wilmington, DE 1990 - 1993
- Executive Assistant: Aubrey Thomas (free-lance), New York, NY, 1988 - 1989
- Asst. to Director of Development: Foreign Policy Association, New York, NY, 1987 - 1988
- Asst. to Executive Director: American Friends of Blerancourt, New York, NY 1986 - 1987