Jessica A. Castillo

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Project Management | Sustainability | Strategy | Process Improvement | Analysis

Senior Project Manager: Experienced strategic project professional seeking to lead work in environmental sustainability. I have led successful initiatives and projects by gaining buy-in through stakeholder engagement, planning, analysis, and collaboration.

• Stakeholder Engagement

Risk Mitigation

- Signature Competencies:
- Budget Management
- Cross-Functional Teams

Methodologies: Waterfall, Lean, Agile (PMP in Progress) Tools: Asana, Workfront, Smartsheet MURAL, Visio, LucidChart/Spark, Tableau, Adobe Creative Cloud, Confluence, Salesforce

Reston, VA (Remote)

Professional Expertise:

Internet Society

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SENIOR PROJECT MANAGER - STRATEGIC ALIGNMENT AND IMPACT

- Led the implementation of a \$1.5 million Truist EPIC grant for community network expansion, overseeing eight recipient projects, the overall budget, project and event timelines, risks, and internal and external stakeholders.
- Managed a portfolio of 6 projects and grants to strengthen the Internet, providing budget and contract oversight, risk mitigation, and process improvements to ensure timely delivery.

CareOregon

PROJECT MANAGER – PMO STRATEGIC AND ENTERPRISE PROJECTS

- Led enterprise-wide projects with diverse stakeholders from kick-off to successful implementation, resulting in a new framework for behavioral health access and provider network optimization.
- Led process improvement project for a value-based payment program, saving staff time and streamlining communications across multiple departments and teams.

STRATEGIC BUSINESS PARTNERSHIPS SPECIALIST – STRATEGIC MANAGEMENT SERVICES

- Led project to develop Smartsheet communication dashboards for executive leadership to track strategic objectives and monitor incident management information during COVID-19.
- Led data analysis work for Health-Related Services for process improvements and business transition.

ICANN Organization Playa Vista, CA (Hybrid) August 2016 – May 2019 ASSOCIATE PROJECT MANAGER – MULTISTAKEHOLDER STRATEGY AND STRATEGIC INITIATIVES

- Led project to transition department data tracking and reporting to Salesforce CRM to align with the organization's transparency and open data initiatives and reduce reporting time by 50%.
- Aggregated and analyzed data from over 20 internal and international stakeholder focus groups and SWOT exercises for an
 organization-wide 5-year strategic planning project, supported international workshops, and communicated findings internally
 and externally with fact sheets and presentations.

OPERATIONS + PROJECT COORDINATOR: FINANCE, HUMAN RESOURCES + OPERATIONS

- Led a cross-functional team in the successful development and on-time delivery of the organization's annual operating plan and budget by creating a project plan with extensive timelines, communication strategy, and risk management checkpoints.
- Managed external stakeholder engagement for finance and human resources senior executives at international conferences, increasing community support and participation in planning processes.

City of Santa Monica

Santa Monica, CA

April 2008 – September 2015

PROJECT + PROCESS IMPROVEMENT

- Developed strategic communication and programming plan to align CityTV programming with findings from the landmark Wellbeing Project for the newly formed Office of Communications.
- Performed data and program analysis to improve reporting and communication on urban forest issues and planning strategies for the Public Landscape Division.

Professional Education: MASTER OF PUBLIC DIPLOMACY: University of Southern California, Los Angeles, CA 2012 BACHELOR OF ARTS, SOCIOLOGY, INTERACTION + GROUP RELATIONS: Cal State University Long Beach, CA 2005

SWOT

Process Improvement

Portland, OR (Remote) December 20

December 2019–February 2022

March 2022 – February 2024