

Autumn Wise

☎ (510) 555-2738 ✉ autumn.wise@example.com 💼 linkedin.com/example/autumnwise 📍 Oakland, CA 94612

SUMMARY

Deployment Strategist with five years of experience delivering **public sector technology** implementations, customer strategy, and outcome focused consulting. Leads complex work from discovery and workflow mapping through launch, adoption, renewal planning, and expansion. Uses operational data, **financial models**, and **success metrics** to connect product decisions with customer value. Partners with engineers, product managers, designers, finance teams, program leaders, frontline operators, and executives to turn field evidence into practical plans. Has guided integrations affecting resident payment, assistance, enrollment, and case workflows. Builds trust through **onsite engagement**, clear communication, and timely issue resolution. Brings sound judgment in changing environments, balancing customer needs with commercial goals. Ready to contribute disciplined deployment planning, measurable value analysis, and thoughtful customer partnership across government and utility programs.

EXPERIENCE

Senior Implementation Strategist

August 2024 - Present

CivicWorks Technology Group

Sacramento, CA

Leads public agency deployments from discovery through launch, adoption, renewal planning, and expansion. Connects workflow evidence, operational data, financial models, and customer value with engineering, product, design, and executive decisions.

- Mapped resident workflows and **data constraints** for public agency service deployments.
- Converted discovery findings into integration plans, acceptance criteria, milestones, and escalation paths.
- Built **financial models** linking **adoption**, payment completion, staff effort, and program performance.
- Led onsite sessions with frontline teams and executives, closing workflow gaps before launch.
- Translated field issues into product recommendations for engineering, product, and design partners.
- Guided executive reviews covering value, risk, **renewal** planning, and **expansion** opportunities.

Implementation Consultant

July 2022 - July 2024

Northstar Public Impact Consulting

San Jose, CA

Delivered technology enabled process improvement engagements for **government** and regulated service clients. Combined **customer discovery**, service metrics, launch planning, and stakeholder coordination to improve readiness, adoption, and commercial outcomes.

- Diagnosed **enrollment**, **payment**, and case workflow bottlenecks through service metric analysis.
- Facilitated discovery with program, finance, operations, and IT stakeholders, clarifying scope decisions.
- Created **launch** readiness plans covering validation, user acceptance, training, communications, and monitoring.
- Documented realized value and adjacent needs for renewal and **expansion** proposals.
- Coordinated time sensitive launch issue resolution through concise technical and executive updates.
- Framed operational options that connected implementation choices with customer outcomes.

Strategy Analyst

September 2021 - June 2022

Bay Area Service Design Lab

Oakland, CA

Researched resident journeys, staff workflows, and administrative data across public assistance and payment programs. Produced models, process maps, executive materials, and implementation hypotheses that connected customer evidence with practical service decisions.

- Researched resident journeys and staff workflows across **assistance** and payment programs.
- Built financial and capacity models comparing service scenarios for implementation recommendations.
- Turned interviews into process maps, prioritized pain points, and measurable hypotheses.
- Prepared executive materials explaining operational trade offs, data limits, and next steps.
- Connected research findings with **designers** and technical contributors to reflect frontline **constraints**.
- Maintained decision logs and outcome measures linking recommendations with customer evidence.

PROJECTS

Resident Payment Workflow Modernization 📅 2024

A payment journey looked simple until frontline interviews exposed hidden handoffs. Mapped service steps, modeled capacity, and shaped integration decisions around resident and staff needs.

Public Assistance Launch Readiness Framework 📅 2023

Launch pressure revealed gaps before production. Built a practical readiness framework covering validation, training, communications, monitoring, and issue escalation for public service teams.

LEADERSHIP & AWARDS

- Public Sector Implementation Recognition, recognized for connecting customer discovery with practical launch decisions.
- Client Value Leadership Recognition, acknowledged for clear executive communication and evidence based expansion planning.
- Service Design Leadership, guided cross functional contributors from field research through actionable recommendations.

EDUCATION

Bachelor's Degree in Public Policy2021

San Jose State University GPA: 4.0San Jose, CA

Coursework: Policy analysis, public finance, program evaluation, urban governance

CERTIFICATIONS

- Certified Associate in Project Management 📅 2023
- Customer Success Management Certificate 📅 2024

TECHNICAL SKILLS

- **Deployment Platforms:** Implementation planning, launch readiness, renewal planning
- **Data Analysis:** Operational metrics, service metrics, data dependencies
- **Financial Modeling:** Value models, capacity models, investment analysis
- **Customer Discovery:** Interviews, workflow mapping, frontline research
- **Integration Planning:** System integration, data integration, acceptance criteria
- **Project Management:** CAPM, milestones, escalation paths
- **Service Design:** Resident journeys, process maps, prototypes
- **Success Measurement:** Adoption metrics, payment completion, outcome measures
- **Stakeholder Tools:** Executive reviews, onsite sessions, decision logs
- **Public Sector Systems:** Government services, utility operations, regulated services
- **Launch Operations:** User acceptance, training, communications
- **Product Development:** Product feedback, engineering plans, design collaboration

SKILLS

- Deployment strategy
 - Govtech
 - Implementation
 - Customer success
- Financial modeling
 - Data analysis
 - Adoption
 - Renewal
- Expansion
 - Executive communication
 - Product feedback
 - Workflow mapping
- Customer discovery
 - Cross functional collaboration
 - Success metrics

PROFESSIONAL AFFILIATIONS

- Public Policy Professional Network, engaged with practitioners focused on effective government services.
- Project Management Institute, maintained professional interest through CAPM aligned practice and peer learning.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST