



Autumn Wise

Deployment Strategist

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STRENGTHS

- 🗨 **Customer Discovery**
Field interviews revealed hidden workflow gaps, and those findings became practical launch actions for staff and leaders.
- ♥ **Value Analysis**
Financial and operational models connected adoption with customer outcomes, giving executives clearer investment choices.
- 👥 **Cross Functional Delivery**
Engineering, product, and design partners received usable evidence, and teams moved from ambiguity toward decisions.
- 📣 **Executive Communication**
Concise deployment reviews made risks visible early, helping leaders align on milestones, value, and next steps.
- ♥ **Operational Empathy**
Onsite conversations with frontline teams surfaced practical constraints that improved workflow fit and customer trust.

SKILLS

Deployment strategy Govtech
Implementation Customer success
Financial modeling Data analysis
Adoption Renewal Expansion
Executive communication
Product feedback
Workflow mapping

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

CivicWorks Technology Group 📅 August 2024 - Present 📍 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

Northstar Public Impact Consulting 📅 July 2022 - July 2024 📍 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

Bay Area Service Design Lab 📅 September 2021 - June 2022 📍 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.

Customer discovery

Cross functional collaboration

Success metrics

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Implementation Strategist at CivicWorks Technology Group (2.1 Years)
- Implementation Consultant at Northstar Public Impact Consulting (2 Years)
- Strategy Analyst at Bay Area Service Design Lab (9 Months)

- 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 Policy

San Jose State University 🎓 GPA: 4.0 📅 2021 📍 San 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST