

Tiffany Green

Project/Program/Operations Manager

Resourceful professional with a 15-year tenure overseeing project/program management and operations. Expert in process improvement and executive support excels in fast-paced environments, driving project success with a keen eye for detail and strong problem-solving skills. Versatile admin with experience in strategic prioritization and relationship building. Proven success in developing cost-effective solutions that exceed expectations. Outstanding track record in managing complex projects to achieve goals within tight deadlines. Highly organized with excellent communication skills.

WORK EXPERIENCE

Project / Program / Operations Manager Jan 2020 – Present

Independent Contractor, Bryan (Remote), TX

- Delivers comprehensive support services to executives and entrepreneurs, catalyzing multiple startups across various global industries.
- Expertly manages complex tasks and priorities of 8 executives and C-suite leaders concurrently, ensuring flawless execution and timely completion.
- Anticipates and addresses business needs by taking ownership of planning, executing, and delegating activities, resulting in a 20% increase in bandwidth.
- Develops systems and processes to create structure and unified workflows, boosting efficiency and communication for over 3k team members worldwide.
- Deploys cutting-edge software systems for email, calendar, communication, project and task management, employee, and customer databases, leading to a remarkable 75% boost in efficiency, effectively dismantling global silos.

Senior Executive Assistant Jan 2019 – Feb 2020

Rock Prairie Behavioral Health, College Station, TX

- Simplified executive scheduling by anticipating needs, strategic prioritization, building key stakeholder relationships, and creating efficient systems for increased productivity and reduced information mishaps and overload.
- Effectively managed numerous requests and tasks with limited information to attain optimal results, preventing errors and minimizing obstacles.
- Handled confidential information with discretion, ensuring HIPAA compliance.
- Exemplified operational excellence, achieving an unprecedented perfect score in audits and contracts credentialing with zero deficiencies.
- Managed and supervised administrative processes and reporting to regulatory authorities for four facilities across the national organization.

Senior Administrative Program Coordinator Nov 2012 – Jan 2019

Texas A&M University, College Station, TX

- Utilized sound problem-solving and prioritization skills to effectively support the needs of four senior administrators, guaranteeing flawless execution, timely delivery, and 100% satisfaction.
- Prioritized administrator's time by anticipating needs, completing tasks with speed and precision, and saving 15% of the time.
- Cultivated trust and strong relationships to engage with internal and external stakeholders effectively coordinated complex schedules for administrators, resulting in improved efficiency, enhanced communication, and increased visibility and accessibility.
- Compiled reports based on research findings and presented them in a clear format for administrator review, reviewed and edited documents prior to submission for accuracy and compliance with standards and guidelines.
- Assisted with budgeting activities, such as travel awards, tuition, and fee allocations, tracking all expenses and preparing reports, and maintaining a \$3.5M budget at a Tier 1 Research University.

CONTACT

- Bryan, TX (Seeking Remote)
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- [linkedin.com/in/whoistiffany](https://www.linkedin.com/in/whoistiffany)
- [upwork.com/freelancer/tiffany](https://www.upwork.com/freelancer/tiffany)

SKILLS

Hard & Soft Skills:

- Communication / Multi-tasking
- Self Starter / Sense of Urgency
- Process & Systems
- Stakeholder Relationships
- Confidentiality / Discretion

Core Competencies:

- Administrative Operations
- Program / Project Management
- Systematic Organization
- Startup / Remote / Global Teams

Software Applications:

- Microsoft Office Suite (Word, Excel,+)
- Google Office Suite (Doc, Sheets, +)
- Project Management Systems
- Process Management Systems
- Relationship Management Systems
- Dropbox / Box / Egnyte
- Adobe DC / DocuSign / Canva
- Zoom / Slack / Teams / Skype

EDUCATION

Texas A&M University-Commerce

Bachelor of Science
Major in Organizational Leadership
Commerce, TX — Dec 2024 — 4.0 GPA
All-but-Final

Awards: Dean's List

Blinn College

Associate of Arts
Major in Liberal Arts
Bryan, TX — Aug 2018 — 4.0 GPA

Awards: Dean's List

Administrative Program Coordinator

Dec 2008 – Nov 2012

Texas A&M University, College Station, TX

- Managed daily office operations, including ordering supplies, scheduling junior staff, asset management, and serving as the primary point of contact.
- Organized over 500 events by coordinating logistics, ordering catering, booking venues, managing guest payments and registration, and liaising between guests, executives, and vendors of overnight venues while consistently receiving positive feedback on guest's experiences.
- Crafted an annual event timeline detailing logistics for each occasion, resulting in streamlined, proactive planning with thorough consideration of critical factors and boosting communication and team cohesion, driving collective goal achievement.
- Composed and initiated accurate and timely correspondence, memoranda, and presentations, allowing ample executive review and polishing time.
- Established, implemented, and trained team on policies and procedures to improve office operations' efficiency and consistent performance.

OTHER

- U.S. Army Veteran
- Youth Sports Volunteer Coach
- Junior Staff Trainer & Mentor
- College Student Mentor
- Child Support Technician,
Attorney General of Texas
- Sonic Drive-In Trainer & Manager