

Profile

Accomplished leader with proven ability to understand organizational objectives, develop appropriate strategies, and implement programs in support of goals. Experience building programs and partnerships in the corporate, government and non-profit communities.

Work Experience

City of Burlington – Burlington, VT

June 2015 - present

Chief Innovation Officer

Work with internal and external stakeholders to develop and support a culture of innovation, efficiency, improvement, and accountability that is driven by evidence and data.

- Created and champion 'BTVStat', a city-wide performance management program working to improve operational efficiency, customer service, and public outcomes across all activities.
 - Work with all city departments to establish metrics and benchmarks aligned with organizational and community goals.
 - Lead regular cross-department meetings to facilitate candid discussions of performance and explore opportunities for collaboration and improvement.
 - Work with teams to analyze performance and data, and to develop plans to address below target performance and achieve service delivery goals.
- Define and drive the vision for Information Technology (IT) to meet the evolving needs of the City, staff, constituents, and customers.
 - Develop plan for and lead IT team through program to modernize the IT platform.
 - Transitioned department focus to be a strategic partner to all city departments.
 - Developed governance and gating processes to prioritize and manage projects.
 - Collaborate and partner with department leadership to understand department goals and explore use of IT as an enabler of their work.

Vermont Oxford Network – Burlington, VT

Apr 2011 – June 2015

Director of Operations & Information Technology

Designed and managed the processes, tools and communications with the goals of facilitating work, strengthening programs, and positioning the organization to best serve its members.

- Developed process for and led strategic planning activities of the leadership team. Defined and implemented an annual performance management program.
- Responsible for definition and delivery of an exceptional member experience. Evaluated and improved operational and IT activities to ensure they aligned with and supported the business objectives and strategic goals of the organization. Reengineered IT to improve team functioning and ability to meet organizational needs.
- Responsible for development and operation of web sites and applications to provide data collection and quality improvement reporting to member hospitals.
- Managed relationships with global strategic partners, including global neonatal groups, healthcare systems, and quality collaboratives.
- Oversaw marketing and communication across the organization to ensure activities promoted, and protected the organization's relationship with members.
- Launched new logo and style guide and managed redesign of all public and member-only web properties.
- Ensured operational and technical compliance with HIPAA requirements.
- Designed and oversaw process for budgeting that included involvement of all department leaders in the development of and performance to an annual budget.

COMMITTEE ON TEMPORARY SHELTER (COTS) – Burlington, VT

Sept 2009 – Mar 2011

Director of Operations

Responsible for design and oversight of financial and operational systems to ensure provision of high quality

Beth Anderson

services to clients and enable leadership and staff to effectively perform their duties.

- Developed improved financial procedures, management, and reporting. Worked to continuously improve and standardize operations, and expand organizational skill-set.
- Responsible for creation of and performance to agency budget. Worked to develop budget accountability across all department and program managers.
- Managed agency-wide technology services. Responsible for identification of vendors, management of all relationships, and ensuring user needs were addressed.
- Responsible for real estate and facilities management.

OLIVER WYMAN – New York, NY

Apr 2007 – Aug 2009

Job Manager

Provided strategic, operational, and organizational expertise to financial services clients, with a focus on excellence in project delivery and achieving tangible results.

- Defined and implemented a \$21 million program to integrate the operations and technology of a private bank with its new owner after its parent company filed for bankruptcy.
- Managed planning and implementation of integration of two global brokerage firms. Led business heads to define activities required for successful integration and realization of commercial and cost synergies.

GOLDMAN, SACHS & CO. – New York, NY

Dec 2000 – Aug 2006

Vice President GSAM eCommerce, promoted Dec 2001 – Aug 2006

Associate, Dec 2000 – Dec 2001

Developed and implemented Web strategy for asset management businesses globally. Partnered with business leaders to develop strategy for marketing to and servicing clients online.

- Led global cross-functional teams through full life cycle of projects, from identification of opportunities through budgeting, design, implementation, and launch.
- Built relationships to obtain buy-in for strategies, support a collaborative work environment, and maintain momentum through project launches.
- Prioritized projects using traditional ROI analysis and evaluation of business and market demands to ensure most effective use of resources.
- Identified new opportunities and ensured existing offerings exceeded client expectations through competitive analysis, client surveys, and benchmarking.

AMERICAN INTERNATIONAL GROUP – New York, NY

Nov 1998 – Nov 2000

Assistant Vice President, AIG eBusiness, Mar 2000 – Nov 2000

Worked with senior executives of AIG companies to develop a long-term global Web strategy for all interactions with brokers and agents. Executed tactical projects to build toward that strategy.

Consultant, AIG Management Consulting, Nov 1998 – Mar 2000

Conducted strategic and operational reviews of domestic and international units. Worked with senior management to identify opportunities, define strategic objectives, and effect change.

- Planned structure and obtained Chairman's support for corporate-wide Six Sigma initiative.

BRONX OVERALL ECONOMIC DEVELOPMENT CORP – Bronx, NY May 1997 – Nov 1998

Senior Project Manager, Bronx Empowerment Zone

Managed programs to attract and grow businesses, and create employment in the South Bronx.

Education

Excellence in Executive Leadership, Fall 2013, Champlain College, Burlington, VT

Master of Business Administration, Finance/Economics, 1997, NYU Stern School of Business, New York, NY

Bachelor of Arts, Economics, 1993, COLGATE UNIVERSITY - Hamilton, NY

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Volunteer Experience

RunVermont, Board Member, September 2017 - present

BTVIgnite, Board Member, Vice Chair, 2015 - present

Committee on Temporary Shelter, Board Member, Vice Chair, 2012 - present

Girls on the Run Vermont, Annual 5K planning committee, 2010 – 2015

NYU Berkley Center for Entrepreneurial Studies, New Venture Mentor, 2002 –2010

11 Schermerhorn St Cooperative, Board Member, 2008 - 2009

MARC After-School Program, Board Member, Fundraising Chair, 2002 –2004