

Beth Anderson
240 South Cove Rd, Burlington, VT 05401

Profile

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

Areas of expertise:

- Program management
- Strategic and tactical planning
- Relationship development
- Leadership and consensus building
- Financial management
- Analysis and problem-solving

Work Experience

Vermont Oxford Network – Burlington, VT Apr 2011 – present

Director of Operations

Responsible for managing and supporting the assessment of organizational needs and the design, implementation and evaluation of processes and policies that facilitate the organization's work. Ensure consistent and effective internal processes, policies and communication to strengthen programs and position the organization to best serve its members and achieve its mission.

- Enhance organizational excellence by establishing operational benchmarks, timelines, and resources needed to achieve strategic goals.
- Work with management team to perform strategic planning and define organizational priorities. Develop and manage to an overarching timeline for implementation of the plan.
 - Ensure internal communications to ensure understanding of and alignment to the plan, strategic objectives and tactical timeline.
 - Identify, develop, and implement structure, systems, and processes necessary to ensure long-term success of the plan through increased effectiveness and accountability.
- Plan for and manage organization through retirement of key leaders as part of transition from entrepreneurial to mature business.
- Responsible for operational cycle around annual member reporting, from data collection through reporting to members.
 - Oversee documentation of member instructions and materials to enable data submission and ensure quality of data.
 - Supervise creation and delivery of annual reports to member hospitals and groups.
 - Develop and manage implementation plans for collection and reporting of new items.
- Manage relationships with global neonatal groups and strategic partners.
- Oversee marketing and communication across the organization to ensure activities promote, enhance and protect the organization's relationship with members and its brand identity and reputation across the community of practice.
 - Develop and manage style guide to ensure consistency of tone, message and branding across all materials, websites, and communications.
 - Coordinate annual marketing calendar and activities.
- Responsible for creation of and performance to 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 delivery of high-level service, provide useful, timely information to the board and senior leaders, and enable staff to effectively perform their duties

- Developed improved financial procedures, management, and reporting. Worked to continuously improve operations and expand organizational skill-set.
- Led program team to identify opportunities to develop and standardize operations to ensure

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effective, efficient delivery of services to clients. Projects included safety and security, IT help desk coordination, and supply requisitioning.

- 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 facility 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 activities to integrate two global brokerage firms to prepare the new entity for public offering 2 years post merger.
 - Worked with global leaders to define and implement integration governance & management;
 - Drove business and function heads to identify and define activities required for successful integration and realization of commercial and cost synergies;
 - Managed pre-merger planning activities of information technology workstreams to define a world-class technology organization;
 - Supported activities of eTrading teams to plan for the integration of their platforms.
- Evaluated global procurement and payment services processes of a global bank. Recommended opportunities for better alignment of strategies and operational savings.
- Identified opportunities for expansion of off-shored services of a global financial services firm resulting in significant, repeatable savings and process improvements.

COUNT ME IN for Women's Economic Independence – New York, NY

Jan 2007 – Apr 2007

Chief Operating Officer

Managed day-to-day operations. Designed and enhanced Web properties to support strategy as organization reached critical points of growth.

GOLDMAN, SACHS & CO. – New York, NY

Dec 2000 – Aug 2006

Vice President, Director of GSAM eCommerce, promoted Dec 2001 – Aug 2006

Associate, Dec 2000 – Dec 2001

Developed and implemented Web strategy for Goldman Sachs Asset Management Institutional and Third Party 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.
- Managed team of editors and project managers responsible for the daily operation and long-term development of all client-facing sites.
- 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.
- Created communication plans and collateral to support launches and ongoing training.
- Championed division in firmwide initiatives to design and launch an integrated portal to meet the needs of all of the firm's businesses and clients.
- Consistently surpassed expectations of business unit management to deliver projects with expected results, on time and within budget.

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- Web site recognized twice as a “Top 10 Web site” for Institutional clients.
- Led and supported team remotely after moving out of state from May 2005.

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.

- Hired and managed team responsible for delivery of online underwriting and sales.
- Coordinated initiative to create and implement a process for gathering, analyzing, and prioritizing the “voice of the customer” to identify and develop strategy and initiatives.

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.

- Designed and planned strategic and operational repositioning of Thai life insurer resulting in 10% reduction in operating costs.
- Researched opportunity for corporate-wide implementation of Six Sigma quality initiative. Planned structure and obtained Chairman’s support for domestic implementation.
- Performed operational review of travel and purchasing services. Identified and implemented opportunities for significant reduction in operating and vendor costs.
- Managed operational and legal processes for terminating third party administered warranty business and the creation of in-house call center operation to handle business.

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

Senior Project Manager, Bronx Empowerment Zone

Created and administered programs in support of attracting and growing businesses, and ultimately creating employment, in the South Bronx Federal Empowerment Zone.

- Managed all aspects of loan fund, from outreach and marketing through loan closings. Performed all aspects of due diligence of loan proposals. Sourced over 150 new clients.
- Developed partnerships with private lenders, government agencies, and venture capital firms to offer creative financing packages to traditionally difficult to finance businesses.

URBAN BUSINESS ASSISTANCE CORP – New York, NY Sept 1995 - May 1997

Vice President – Consulting, promoted May 1996 – May 1997

Consultant, Sept 1995 – May 1996

Led non-profit consulting program assisting minority- and women-owned businesses. Managed team of 30 consultants: completed record 14 projects in one year.

LEHMAN BROTHERS – New York, NY Sept 1993 – Aug 1995

Deal Manager – GIC Support, Mar 1995 – Aug 1995

Managed operations related to Guaranteed Investment Contracts (GICs) totaling over \$3 billion.

Analyst - Institutional Trade Control, Sept 1993 – Aug 1995

Analyzed operations and developed procedures to effectively support trading activities. Completed rotations with Fixed Income, Commodities, and Foreign Equity desks.

Education

NEW YORK UNIVERSITY – STERN SCHOOL OF BUSINESS - New York, NY

Master of Business Administration, Finance/Economics, May 1997

COLGATE UNIVERSITY - Hamilton, NY

Bachelor of Arts, Economics, May 1993

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Volunteer Experience

Committee on Temporary Shelter

Board Member, Finance Committee Member

April 2012 - present

Girls on the Run

Assist with annual 5k capstone event planning.

Jan 2010 - present

Berkley Center for Entrepreneurial Studies, New York University

New Venture Mentor – Mentor students and alum looking to create or expand new businesses.

Sept 2002 – May 2010

11 Schermerhorn St Cooperative

Board Member, Assistant Treasurer – Assist with operation and management of a 29-unit building.

June 2008 - Aug 2009

MARC After-School Program

Board Member, Fundraising Chair – Supported work of an elementary and pre-k literacy program.

Nov 2002 – Oct 2004

Leukemia & Lymphoma Society

Marathoner, Team in Training - Completed the Nike Marathon for Women. Top 5 season fundraiser.

May 2004 – Oct 2004