





EMILY CLONINGER

CONTACT

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-  Remote, NC
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EDUCATION

Bachelor of Arts/Fine Art + Psychology
St. Lawrence University
Canton, NY, May 2010

SKILLS

- Microsoft Office
- Atlassian: Jira, Slack & Confluence
- Google Analytics
- Salesforce
- Vendor Management
- Research
- Agile Methodologies
- Integration Support
- Tableau
- Project Planning

INTERESTS

Project Management, UX Design, Scrum,
Product Management, Relationship
Management

PROFESSIONAL SUMMARY

Performance-driven and knowledgeable Operations Analyst specializing in Project Management, Product Management, and User Experience, skilled at improving daily business operations and analyzing customer needs. Out-of-the-box, visionary thinker who champions innovative solutions to elevate organizational performance, including balancing simultaneous projects using data and Agile Methodology to meet goals and exceed KPIs.

EXPERIENCE

Senior Central Operations Analyst

2U | Remote | Oct 2020 - PRESENT

- Deliver a new platform implementation ahead of schedule, saving the company \$48,500/year and cutting proctoring costs in half by partnering with 11 cross-functional teams in order to drive project timelines, goals and mitigate risks.
- Drive cost-savings by spearheading and managing a C-level sponsored vendor consolidation initiative across 3 business lines by working with 20+ teams to verify 1000+ vendor tools.
- Efficiently identify, plan, execute and lead high priority strategic roadmap initiatives and internal operational workflows while navigating complex cross-functional dynamics and mitigating roadblocks to ensure the successful completion of work.
- Identify, document, maintain and update operational business processes.
- Create vendor and stakeholder personas to inform the user journey and support stakeholders.
- Create a new process for efficiently vetting new platform tools, saving the Accessibility Platform Team 9 months of work and exceeding KPI goals by directly collaborating with internal stakeholders across 3 business lines.

Enterprise Operations Specialist

2U | Chapel Hill, NC | Nov 2017 - Oct 2020

- Implemented a standardized scholarship solution that allowed program teams to track \$43 million in scholarship awards in 6 months by working with 20 program managers to streamline and record scholarship awards.
- Led department-wide projects to create and enforce standardized work across 60 university programs via use of data in Salesforce, Qualtrics and Tableau to inform and identify process gaps.
- Managed 2 separate external vendor relationships, helping to improve efficiency and performance across 15 university programs via facilitation of weekly meetings and effective relationship management.
- Implemented and led Confluence training for 70+ employees, resulting in standardized documentation practices across 60 university program teams.