

## ELISE GEIGER

### SUMMARY

Experienced and versatile professional with a unique combination of strong interpersonal skills, several years of leadership and management experience, and a developer background.

### PROFESSIONAL ACHIEVEMENTS

#### MANAGEMENT

Researched, developed processes and established outsourced overseas team, reducing production cost by ~30%.

Managed resource allocation between several clients and products to maximize revenue and customer satisfaction.

Collaborated with technology team on product development, including planning, requirements, development, testing and performance evaluation. Software upgrades were designed to track and increase production efficiency, and improve client's perceived value of the final product.

#### LEADERSHIP

Oversaw operations of a growing production team ranging from 6 to 50 employees, directly supervising Operations Manager and 6 Team Leads. Provided policy and procedure updates, and reorganized team structure during transition periods.

Promoted leadership, communication and conflict resolution skills development for mid-level management team by developing exercises and having one-on-one and group discussions.

Advisor for leadership program students organizing a focus group and topic awareness day for fellow classmates on a current issue facing the Santa Barbara community.

#### SOFTWARE DEVELOPMENT

Developed online insurance quoting software using PHP, Html, MySQL, JavaScript and Ajax.

Created documentation for training new employees on internal software.

Used MySQL to build reports allowing data evaluation on production time, costs and revenue.

### SKILLS

Microsoft Excel  
Team Building  
Event Planning

### WORK HISTORY

#### ASSISTANT PROGRAM MANAGER, OAKLAND HOUSING AUTHORITY, OAKLAND, CA

February 2021 – May 2022

**PHOTOGRAPHY GUIDE, GASTINEAU GUIDING, JUNEAU, AK**

April 2019 – October 2019

**ADMINISTRATIVE ASSISTANT, OAKLAND HOUSING AUTHORITY, OAKLAND, CA**

March 2018 – June 2018

**VP, OPERATIONS, SOCIAL INTELLIGENCE, SANTA BARBARA, CA**

March 2011 – August 2016

**PROGRAMMER ANALYST SENIOR, INSURITY, A LEXISNEXIS COMPANY, SANTA BARBARA, CA**

June 2007 – February 2009

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**EDUCATION**

**B.S. MATHEMATICAL SCIENCES, UNIVERSITY OF CALIFORNIA, SANTA BARBARA**

Athletic Coaching Minor. Dean's Honors Four Quarters.

**LEADERSHIP SANTA BARBARA COUNTY, 2012**

Issue-oriented leadership development program. Small groups recruit community members to participate in a focus group on a specific issue affecting the Santa Barbara community. Each group organizes a topic awareness day for the class with presenters and experiences.

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**VOLUNTEER  
EXPERIENCE**

**FORK & CORK CLASSIC SILENT AUCTION CHAIR, FOODBANK OF SANTA BARBARA COUNTY, 2013-2015**

Managed solicitation of silent auction donations, organized silent auction items and directed silent auction event.