

Lisa Clement

+4917672900918 • Berlin, Germany • Lisa.clement.a@gmail.com

EXPERIENCE



Adjust GmbH, Berlin, Germany

Senior Operations Manager | August 2018 - September 2021 (3 years)

Responsible for establishing and improving **L&D processes**, as well as researching and implementing **new tools** to support the team. Project Manager for the **migration** of the organisation's Learning and Management System (Intellum), central learning and development hub for over 500 employees.

LMS migration

- Research and evaluate 12 vendors' Learning and Management Systems
- Manage the review, redesign and migration of ≈ 25 courses
- Coordinate the migration of thousands of user data points
- Conduct weekly and monthly meetings with the team to review status progress
- Manage migration timeline, scope changes, and team expectations
- Implement reports for managers and team leads
- Overview API integrations (Salesforce, Workday, Mate)

L&D processes

- Improve team's communication processes (Asana)
- Develop documentation processes and enable team to continuously track and update internal docs (Google Drive)
- Implement processes to better manage external training requests (Google Form)
- Implement processes to keep LMS content accurate & up to date (Intellum)

New tool implementation

- Migrate team's work management software from Jira to Asana
- Train all new team members on Miro, Lucidchart, Asana, Drive, Confluence, iOrad
- Migrate internal documentation hub from Confluence to Google Drive

Training Manager | August 2017 - August 2018 (1year)

Responsible for **planning, developing and delivering** an extensive Onboarding program, where complex topics (e.g SDK functionalities or API calls) are packaged for a wider audience.

- Deliver technical training sessions throughout an employees Adjust Onboarding journey
- Create new courses & update existing ones
- Provide continuous support to new hires
- Analyse onboarding feedback and implement changes where needed

Account Manager | August 2016 - August 2017 (1year)

Responsible for providing **high quality support** to Adjust' Key Accounts in DACH:

- Troubleshoot and solve technical issues within critical SLA levels
- Lead regular on-site trainings & workshops
- Onboard new clients (SDK integration, dashboard demos, product trainings)
- Interface regularly with engineers, devs, agencies, and UA managers
- Continuous product learning and understanding through monthly testing and enablement courses



Yahoo Gmbh, Barcelona, Spain

[Account Management](#) | April 2015 - June 2016

Driving revenue across Yahoo's native advertising products for branding, performance and contextual ads by onboarding and supporting mid-size advertisers and advertising agencies:

- Support in the analysis and optimisation of clients' advertising campaigns
- Provide regular check-ins & campaign reports
- Upsell & cross-sell services and products



Facebook Gmbh, Barcelona, Spain

[Ads Specialist](#) | April 2014 - April 2015

Guide & train new clients (FR, DE, EN) through the set up of their Facebook advertising campaigns:

- Understand and identify their marketing objectives
- Provide customized advertising / spend recommendations
- Analyse past campaigns and provide optimization recommendations

EDUCATION

Master in Marketing & Communication

ESCP Europe, Madrid, Spain

Double Degree Bachelor specialized in Marketing

Euromed Management Marseille (2 years), Hochschule Bremen (2 years)

SKILLS & LANGUAGES

Tools Expertise: Google Docs Editors Suite, Asana, Confluence, Miro, Intellum LMS, Iorad, Salesforce

Skills: LMS Migration Management, Training & Onboarding, Account Management, Creation & improvement of processes

Languages: French (native), German (fluent), English (fluent), Spanish (advanced)

NGO work

Participated in volunteer events organised by NGO **"Vostel"** - Berlin, 2019

Participated in the construction of a school in Nepal (10 days), via the NGO **"ALL Hands"** - Kathmandu, 2017