

Ernestine Padillo

Acquisition Program Manager

Work Experience

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KGPCo

Acquisition Program Manager

January 2015 - current | New York NY

- Managed a lead generation program in coordination with the sales team, resulting in **incremental new business worth \$30M**
- Created reporting infrastructure and customer satisfaction surveys, leading to an incremental \$10M in new business
- Created a rigorous customer feedback loop to identify sales touchpoints that correlated with securing new business

Roc Search

Program Manager

May 2013 - January 2015

- Determined the marginal value of each sales funnel step and re-allocated sales team resources to focus on the highest value leads
- **Built 18 new customer forecasts** associated with each new product feature

CareATC

Program Manager

April 2012 - April 2013 | Washington DC

- Developed and managed a new customer onboarding process for CareATC services, resulting in a **40% improvement in customer retention**
- Designed and maintained relationships with customers to identify and remove roadblocks to obtaining the most value of CareATC services

Skills

Software development ; ETC, EAC development; Story Mapping; Root Cause Corrective Analysis (RCCA); Microsoft Excel, Project; Agile ; Consulting; Collaboration

Education

B.S., Computer Science

University of Pittsburgh

September 2008 - April 2012 | Pittsburgh, PA