Adina Duggan, M.S.

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**SENIOR PROJECT MANAGER**

Solutions-oriented and performance-driven professional with expertise in directing financial aspects of projects including procurement, cost control, forecasting, profitability, and change management. Skilled in leading delivery of complex enterprise systems programs with planning, including schedule, risk, and resource analysis and recommendations on prioritization and pacing of projects. Adept at managing delivery of robust budgeting, forecasting and planning activities –providing rigorous, insightful business performance analysis to senior leadership. Expert presenter, negotiator, and communicator; able to forge solid relationships with teams, businesses, senior leadership, and partners, as well as build consensus across multiple organizational levels and functional areas. ***Proven expertise in:***

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| --- | --- |
| * Financial Analysis & Budget Controls * Program & Project Management * Risk & Resource Analysis * Acquisition Analysis & Due Diligence * Internal Audit Control | * Pricing & Contract Negotiation * Billing Management Systems * Team Training & Leadership * Reporting, Documentation & Presentations * People Management |

**Professional Experience**

Learning Care Group – Novi, MI (Remote office in La Mesa, CA)

**Senior Project Manager, PMO,** 2015 to 2020

*Program-managed capital improvement projects ensuring scope alignment with organizational objectives, adhering to budget and timeline.*

Provided leadership to new business and partner development projects, including on-site schools and employee tuition reimbursement programs. Spearheaded multiple projects including new school development and openings including cross functional teams of up to 30 people. Managed new school projects, in partnership with outside organizations.Organized and chaired meetings, met with stakeholders, planned out projects, created work responsibility matrices, developed charters, and provided regular project updates. Drafted and approved orders for new sites including classroom FFE, office furnishings, supplies, and commercial kitchen orders. Collaborated with construction manager to ensure compliance of overall aspects of new school with company internal standards, as well as government licensing requirements.

***Key Contributions:***

* Project managed planning and delivery of multiple capital renovation and reinvestment projects (with annual budget of $4M) in alignment with defined strategies and roadmaps.
* Spearheaded new school openings and development projects with $350K non-construction budget, in compliance with agreed time, cost, and quality criteria, and with company standards.
* Orchestrated software rollout at 900 school sites; developed and regulated data conversion process, oversaw and monitored team training, labor scheduling, family communication App, on-line payment system, enrollment and utilization of management system, and kiosk/system upgrades.
* Liaised with a multi-national, family amusement resort for a tuition reimbursement program; facilitated project work by holding weekly meetings to update management on status, revenue, and enrollment statistics. Ensured weekly and monthly target achievement to create a call center for delivering childcare service for employees.

**Senior Manager, Operations Process Strategy,** 2014 to 2015

Drafted and reviewed financial policies, acted as SME on various system development projects, and lent support to requirements development and new systems testing.

Developed data conversion process to transition the then, current system data to new by coordinating system conversion and training team. Delivered assistance in writing requirements and in testing functional design of new system. Built POS conversion team of three full-time SME’s and additional part time staff of three to conduct regional, field operator training.

***Key Contribution:***

* Designed and implemented a centralized 3rd party billing program/department, reducing field operators’ workload.
* Spearheaded data conversion process throughout rollout in conjunction with software developer and internal IT teams, providing regular project status updates to senior management.

**Operations Finance Manager,** 2003 to 2014

*Developed and administered annual budgets and quarterly re-forecasts with revenues of $400M.*

Led financial analysis, including consolidation of financial reports and other related financial presentations for various divisions. Developed pricing monitoring/controls methodologies to ensure pricing execution excellence. Conducted meticulous acquisition analysis and due diligence, and planned integrations for newly acquired or expanding businesses. Directed internal audit program, verifying compliance of established internal controls with company policies and procedures.

***Key Contributions:***

* Implemented a new pricing management platform and spearheaded tuition pricing for 900 corporate sites.
* Established an effective account receivable (AR) management strategy, correcting potential collection issues, generating prompt payments, and boosting practice revenue.
* Increased revenue and decreased write-offs by training national field finance support team, assisting field leaders and ensuring completed billing and record keeping in compliance with respective government funding agencies.
* Elevated school utilization and profit by overseeing corporate partner discount programs; ensured meeting required enrollment levels and availability of current contracts for all employer-partners.

*Additional experience as* **Regional Finance Manager-West Region** *at* **Learning Care Group**, **Account Management Analyst-Regional** *at* **Quest Diagnostics, Inc**, *and* **Pricing Analyst** *at* **LabCorp**.

**Education and Certification**

**Project Management Professional (PMP) – (**EED: Summer, 2020**)**

**Bachelor of Science – Business Administration (Finance)**

San Diego State University, San Diego, CA

**Master of Science – Child Development**

San Diego State University, San Diego, CA

**Professional Associations (Volunteer)**

Executive Board and Treasurer - California Association of Family and Consumer Sciences (CAAFCS)

Member - San Diego-CAAFCS Scholarship Board of Trustees