

# ERIK EASTHAM

## CONTACT

+1 415 672 6204  
[eastham.erik@gmail.com](mailto:eastham.erik@gmail.com)  
Brooklyn, NY

[www.linkedin.com/in/erikeastham](http://www.linkedin.com/in/erikeastham)

[www.github.com/eeastham](http://www.github.com/eeastham)

## SKILLS

Project Management Skills & Tools [Jira & Wrike]

Creative problem solving

Data Visualization & KPI Management

Fluency in MS Office & GSuite

Agile  
SQL  
Javascript (Basic)  
HTML (Basic)  
CSS (Basic)

## EDUCATION

University of California, Irvine  
2014

Bachelor of Arts  
Criminology & Political Science

## EXPERIENCE

### BounceExchange Technical Project Coordinator

May 2018 – November 2018

- + Led initial evaluation for 50+ daily engineering integration requests and communicated blockers with internal and external stakeholders. Managed resource assignments across multiple engineering teams.
- + Managed cross-department initiatives and reported on progress towards engineering KPIs via bi-weekly meetings to executive management.
- + Monitored trends in engineering requests to advocate for product additions and refinements.
- + Drove workflow optimization through strong project management skills to improve efficiency, deliverability, and measurability. Examples included process guides and standardization for redundancies in the existing process.
- + Reappraised integration requirements through collaboration and setting accountability leading to a decrease in new client average onboarding time by 10%.

### Namely Client Operations Lead

Aug 2016 - Apr 2018

- + Designed and maintained JIRA dashboards and workflows for implementation project tracking.
- + Analyzed Salesforce data to further initiatives through KPI development and actionable items.
- + Collaborated with Engineering and Product teams to identify opportunities and apply user acceptance testing to ad-hoc developments in agile setting.
- + Applied Excel functions and SQL queries to locate and reconcile client data in time-sensitive scenarios.

### Oscar Health Insurance Client Care Guide

Nov 2015 - Aug 2016

- + Fielded communications to establish and nurture positive relationships with Oscar members advising benefits, claims, network access, and overall healthcare landscape. Advised a population of 20,000.