

Magdalene (Jo Yee) Yap

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A strategic and results-driven program manager with 7+ years of experience designing and implementing training programs that enhance engagement, operational efficiency, and leadership development. Adept at leading cross-functional teams and managing multi-disciplinary projects to align with organizational goals and improve business outcomes.

PROFESSIONAL EXPERIENCE

Program Manager, Information Services & Real Estate Strategy Operations

Providence — *Seattle, WA*

May 2023 – Present

- Spearheaded a leadership training program for 30 leaders to develop technical and leadership skills to achieve our 2030 carbon negative goal. Resulted in 23% increase in cross-team collaboration on new sustainable operational processes.
- Identified workforce skill gaps and developed targeted training programs. Launched an internal learning platform and communication plan that increased engagement in development activities by 35%. Ideated and executed a hybrid cross-training talent pipeline program to support 11 non-tech caregivers to break into an IT engineering role.
- Led the development of an automated onboarding program for IT and Real Estate Strategy Operations. Improved new hire retention by 9%, integrated 150+ employees annually, and reported training compliance metrics quarterly to leadership.
- Oversee end-to-end management of a 2-year rotation program for new university graduates and a military internship, managing program experience and professional development curricula resulting in a 50% increase in retention.
- Managed a talent committee of 40 executive leaders, consulting on talent development, resulting in the launch of 4 new hallmark initiatives that increased leadership alignment by 20% and increased talent pipeline for critical roles by 14%.

Assistant Director

Master of Science in Information Systems, University of Washington — *Seattle, WA*

Oct 2018 – May 2023

- Designed and executed a three-year corporate partnership strategy based on assessed learning gaps, resulting in 175% growth in partnerships and enhanced professional development offerings.
- Built and scaled Women in Tech Leadership Series for over 1000+ IT professionals. Developed and executed in-person and virtual events and forums. Executed 15+ high impact events resulting in 30% increase in female STEM enrollment.
- Served as Program Director for a 1.5-week study abroad program. Developed a global immersion curriculum for 60+ participants. Secured 20+ corporate partnerships internationally, managed vendor relations, and drove \$70k in revenue.
- Served as Interim Program Director, led admissions strategy for 2023 achieving student enrollment goals by 110%.
- Led education access initiative, including the Jumpstart program for underrepresented professionals in tech. Supervised admissions staff, driving student recruitment, onboarding, and engagement efforts, achieving 100% student retention.
- Consulted tech executives to deliver engaging workshops, trainings, and lectures. Conducted technical and editorial review of training content and assignments. Monitored and assessed training quality, achieving 91% student satisfaction rate.
- Drove a 96% graduate job placement rate by designing an IT career development curriculum and managing the learning management system for 500+ professionals. Curated 75+ multimedia, in-person, and hybrid learning content and events.

Information Technology Audit and Assurance Associate

KPMG — *Seattle, WA*

Jul 2017 - Oct 2018

- Steered client meetings with 200+ process owners. Conducted comprehensive IT audits evaluating system controls, data integrity, and compliance with SOX and regulatory frameworks. Identified and reported 150+ control gaps.
- Assessed IT risks affecting financial controls, identified vulnerabilities and compliance gaps, remediating 30+ issues.
- Standardized documentation processes across teams saving an estimated 80 hours annually.

EDUCATION & ADDITIONAL INFORMATION

ECornell, Project Management Certificate, June 2024

Washington State University, Master of Arts, Strategic Communication, December 2021

University of Washington, Bachelor of Arts in Business Administration, Supply Chain and Information Systems, June 2017

Women in Tech Speaker, Developing Women in Tech Education Speaker at Grace Hopper, September 2022