

LIZZY JESSUP

PROGRAM MANAGER

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SKILLS

TECHNICAL

PowerBi, MS Excel
Tripshot, DoubleMap
Wordpress, Bootstrap
HTML5, CSS, JavaScript
Adobe Illustrator, Canva
Hootsuite, Sprout
MS Word, MS PowerPoint
Trello, Smartsheet

PROFESSIONAL

Media Relations
Public Policy

EDUCATION

BA. INTERNATIONAL STUDIES, SPANISH MINOR

University of Washington
2012 – 2016

CERTIFICATION

FREEHAND DRAWING FOR ARCHITECTURE

University of Washington, 2020

ADOBE ILLUSTRATOR

School of Visual Concepts, 2019

FRONT END WEB DEVELOPMENT

General Assembly, 2018

BUILDING A RACIALLY JUST KING COUNTY

Hackman Consulting Group, 2018

VOLUNTEER

The Urbanist Elections Board
2018, 2020

LANGUAGE

English (Native)
Spanish (Advanced)

PROFILE

Program Manager with over three years of experience in transportation planning, data, design, and operations management. Experienced in both municipal and private industry budgetary planning. Skilled in manipulating raw data to create visually appealing dashboards and slide decks. Team player with an emphasis on Kanban based project management. Proven success in leading the implementation and design of fixed route, on demand, and innovative mobility services.

WORK EXPERIENCE

Transportation Program Manager / TransWest / August 2019 - Current

- Manage the client relationship and service optimization for our largest account.
- Oversee billing for hours of service, vehicle costs, and personnel support.
- Build and modify schedules based on rider demand, client requests, operational constraints, and geospatial analysis.
- Support the development of a PowerBi dashboard with an API integration to transportation management software.
- Deploy and maintain location-based rider apps, rider reservation software, and driver telemetry.
- Compile and present weekly reports of percent utilization, on-time performance, and ridership data.

Program Manager 2 / King County / July 2018 - August 2019

- Manage Trailhead Direct, a public transit service that seeks to ease vehicle congestion and expand access to hiking destinations along I-90. The 2018 season recored more than 20,000 boardings and continued success with the expansion of the 2019 season.
- Create requests for proposal, and negotiate with external vendors, agencies and groups to optimize work plans and use of resources for Trailhead Direct.
- Serve as the social media manager for 200 parks, 175 miles of trails, and 28,000 acres by creating content calendars and managing six team members to produce content.
- Edit, design, distribute, and assess mass surveys.
- Coordinate the transcreation of communications materials.
- Facilitate 5 contractual agreements totaling 25K to support outdoor cinema.

Program Manager 1 / King County / June 2017 - June 2018

- Lead media planning, branding, social media strategy, and digital and print-production of marketing and advertising for Trailhead Direct.
- Design of the trailheaddirect.org website which received more than 83K views during the 2018 season.
- Organize the Transportation Outdoors Coalition of over 100 partner organizations such as REI and The Wilderness Society to support and amplify the Trailhead Direct messaging.
- Oversee all aspects of five summer movie nights including budget, contracts, and logistics.
- Serve as liaison for local elected officials and their staff.