

PRISCILLA · LAU

Boston, MA | priyulau@gmail.com | (425) 691-7649 | [LinkedIn](#)

Former teacher leader with 10+ years of experience in project management and process improvement with expertise in adolescent and adult learning, training and facilitation, organizational leadership and change management, and system evaluation and implementation.

· **RELEVANT SKILLS**· Project Management, Process Improvement, Salesforce, Asana, LMS, Captivate, Articulate, Instructional Design, Data Analysis, Technical Writing, Customer Success, Stakeholder Engagement, Content Creation, HTML, CSS, Javascript, Typescript, React, Node.js

SCIENCE TEACHER, COMMITTEE CHAIR, HIRING & RECRUITMENT LEAD | *Boston Public Schools (BPS), Boston, MA* | 2018 – 2023

- Collaborate with peer teachers and school leadership to identify school priorities, design professional development, prioritize systems and tools used school-wide, and solicit teacher and student feedback on school strengths and areas of improvement
- Use key metrics to track and evaluate learning progress of 155 adolescent learners, report findings to stakeholders and leadership regularly, and make targeted and personalized recommendations and future action steps based on data and trends
- Guide and onboard new technologies and solutions by researching tools and vendors, streamlining technical expertise, coaching staff based on reported needs, running and filming 21 trainings, and individually supporting 97 staff
- Research, analyze, synthesize, and deliver district and state policy recommendations to district and state leadership to improve the teacher pipeline for underrepresented minority groups in education and execute recommendations through district initiatives
- Chair school schedule restructuring by collecting stakeholder input, researching models, aligning within logistical constraints, revising over five cycles of feedback, presenting synthesis of findings and action steps, and executing strategic initiatives

TRAINER & INSTRUCTIONAL COACH | *Phillips Brooks House Association, Cambridge, MA* | 2022

- Designed pre-program training for 18 adult learners on learning science, curriculum design, project-based learning, communication, and behavior management as well as weekly workshops on an as-needed basis
- Conducted classroom observations, collected data, and ran one-on-one coaching sessions with staff weekly and reported observations, findings, and recommendations to program directors to improve performance on key performance indicators
- Collaborated with program staff to identify areas of improvement and co-create and co-teach classroom systems and lessons

PROCESS IMPROVEMENT CONSULTANT | *Harvard Kennedy School, Cambridge, MA* | 2017-2018

- Audited BPS' current school assignment system process by meeting with 17 key district officials, running 13 listening group interviews with key staff personnel, synthesizing district data using Excel Capacity Files, and comparing data to KPIs
- Devised and presented organizational and process flowcharts, short-term and long-term process improvement recommendations, needed implementation steps, and projected timeline and delivered findings to district leadership
- Consulted closely with the client to report project progress and communicated cost-benefit analysis to key decision makers

PROGRAM & OPERATIONS MANAGER | *A-List Education, Boston, MA* | 2016 - 2017

- Operated as the central organizer for the Professional Development, Direct Instruction, and Individualized Instruction departments in the Boston office to maintain alignment with the New York headquarters
- Supervised Boston Public School partnerships to set up programs, coordinate training, assign instructors, and perform site visits
- Managed client balances, communicated procedures, sent client invoices, and recorded financial accounting through Salesforce

PROGRAM MANAGER | *Phillips Brooks House Association, Cambridge, MA* | 2015 - 2016

- Negotiated contracts, maintained relationships, and managed follow-through with vendors and managed \$65,000 annual budget
 - Led process improvements to camp operations, programming, and staff professional development (managed 22 staff)
 - Solicited input from stakeholders and community partnerships and used data trends to influence program content and design
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HARVARD GRADUATE SCHOOL OF EDUCATION | *Cambridge, MA* | M.Ed. Education Policy & Management | 3.83/4.00

Relevant Coursework: Organizational Leadership, Applied Data Analysis, Operations Management, Workforce: Management & Policy

WELLESLEY COLLEGE | *Wellesley, MA* | B.A. Biological Sciences, Pre-Med Track, w/ Education Minor | 3.55/4.00