

# SAMUEL D. GAREN

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## PROFESSIONAL SUMMARY

Creative project leader with a design and teaching background and experience in delivering high-quality results rapidly and efficiently. Motivated and adaptable with proven successes in developing projects, teams, and systems that are flexible and able to respond to clients' changing needs. Passionate about developing deep product and process knowledge in order to make clear, informed decisions. Confident, articulate communicator experienced in developing partnerships with clients resulting in long-term client satisfaction and repeat business. Proactive, unrelenting problem-solver skilled in identifying potential risks and providing insightful recommendations to clients. Collaborative leader that seeks consensus and input from internal and external stakeholders yet is ready to take decisive action when needed. Highly skilled in leading and supporting cross-functional teams to achieve maximum client satisfaction. Expertise in hiring, mentoring, and developing diverse, successful project teams, with emphasis on creating positive, productive environments where employees want to give their best.

## KEY SKILLS

- Skilled communicator
- Confident decision-maker
- Building partnerships with clients
- Coaching and mentoring
- Legal settlement administration
- Strategic analysis and planning
- Agile experience
- Knowledge of software design and development process
- Script and tool development in Python, SQL, and VBa
- Problem resolution
- Hiring and training
- Procedure design and implementation
- Collaborative leadership
- Product development
- Quality assurance
- Operational efficiencies
- Process improvements
- Team-building
- Project planning
- Milestone tracking and reporting
- Typography and graphic design
- Development and use of corporate brand identities and standards

## EXPERIENCE

Epiq Global  
*Senior Project Lead*  
*Project Lead*  
*Project Coordinator*

Beaverton, OR  
*March 2018–Present*  
*September 2016–March 2018*  
*October 2015–September 2016*

- Served as key liaison to Fortune 25 clients and Big Four banks in banking and regulatory matters each exceeding \$1 million in monthly revenue and together earning more than one quarter of division revenue.
- Lead a team of fourteen attorneys and project coordinators to simultaneously manage four of the company's five largest projects, providing leadership, training, direction, and feedback.
- Established and tracked project milestones to ensure timely completion of client deliverables.
- Identified potential risk factors and bottlenecks, providing guidance to client on risk avoidance and mitigation.
- Ensured compliance with legal agreements, Federal Reserve Board Consent Orders, FINRA rulings, and CFPB orders.
- Collaborated with Agile development team on bi-weekly sprints, attended daily scrums, provided business, functional, and technical requirements, reviewed wireframes and demos, and performed UAT for client-facing software.
- Reviewed and approved monthly invoices and provided regular updates on project deliverables to executive management.
- Successfully collaborated with operational divisions to design custom processes and software and build teams of dedicated resources to serve high-value clients effectively and efficiently.
- Spearheaded training and process documentation programs to efficiently onboard project coordinators and attorneys.
- Personally developed software tools used by project team to administrate four high-value projects, providing a level of visibility, flexibility, and reportability unique within the division.
- Identified and implemented process improvements on a group of sensitive, high-labor processes, decreasing labor costs by 88% and cutting error rates by 90%.
- Developed monthly revenue forecasting software tools integrating statistical analyses of live project data to provide estimates more than four times as accurate as previously achievable.

Portland General Electric  
*Operations and Analytics Consultant*

Portland, OR  
*April 2014–Present*

- Developed software packages in VBa, Python, and SQL for statistical analysis of systems performance and reliability data.
- Designed and implemented process improvements decreasing labor on reporting tasks by 95% and reducing errors by 75%.
- Performed rapid-turnaround development and updates of software and analytics tools to meet immediate needs that could not be accommodated by internal development and data teams.
- Collaborated with analysts and developers to design reporting and dashboards to continued efficient operation during major database and software system transition.
- Ensured reporting and processes were in full compliance with corporate policy and Public Utility Commission guidelines.
- Advised client on methodologies and best practices for performing meaningful analyses of available data, providing timely, actionable results and reporting for project teams and operational groups.
- Facilitated development of a library of technical documentation of above analytics tools and methodologies.

Portland State University  
*Graduate Teaching Assistant*

Portland, OR  
*September 2012–March 2014*

- Presented weekly lectures for undergraduate classes of 60 to 80 students in world history, classical history, and the history of the Middle East. Polished skills in public speaking, instruction, and clear presentation of complex information.
- Held regular discussion and mentoring sessions among students, including constructive critique of writing and analysis skills and techniques.
- Graded assignments, papers, and essays and provided constructive feedback to students.
- Developed reporting methodologies to analyze grade trends across racial, gender, and socio-economic lines to identify potential biases in grading and evaluation, as well as core demographics that could be better reached.
- Named Portland State University's Rockstar Graduate Teaching Assistant for Winter 2012 and Spring 2013.

The Green Car Company  
*Service Advisor*

Bellevue, WA  
*April 2006–May 2007*

- Lead a team of four technicians and three auxiliary workers to manage and operate an auto sales and repair facility specializing in hybrid, biodiesel, and electric vehicles.
- Distilled complex information from technicians into understandable language for clients, earning trust and buy-in from members of the savvy, informed Seattle market, assisting them with making educated purchasing and repair decisions.
- Achieved the largest service sale in company history: over \$25,000 in a single transaction for custom design, fabrication, and installation work to convert a pair of vans to 100% biodiesel-compatible drivetrains.
- Spearheaded the company's conversion from paper invoicing to a computerized invoicing, pricing, and inventory management system.
- Lead the process of importing and converting a series of European and Asian-market vehicles to meet US safety and emissions regulations to answer demand in a unique and under-served segment of the automotive market.

## EDUCATION

Portland State University  
*Master's of Arts, History / Architectural History (Incomplete)*

Portland, OR  
*September 2012–August 2014*

- Essays, articles, and presentations preserved in Portland State University's permanent archive as teaching materials.

Portland State University  
*Bachelor's of Science, History / Architectural History*  
*Minor, Architecture*  
*Additional Study, Civil Engineering*

Portland, OR  
*June 2010–August 2012*  
*September 2008–May 2010*  
*June 2007–August 2009*

- Work from all three disciplines preserved in Portland State University's permanent archive as teaching materials.
- Design work from study in architecture preserved by School of Fine and Performing Arts and presented to National Architectural Accrediting Board as part of successful arguments for accreditation.