

LEEANN LAUTER, MBA, PMP

DFW Metroplex | (817) 480-4918 | leeann@leeannlauter.com | www.linkedin.com/in/leeann-l-03b5762a/

EXPERIENCED PROGRAM LEADER & STRATEGY EXECUTIVE

Driving significant results through business insight, strategic planning, and expertise in business consulting and program management

- Accomplished and results-driven Operations and Strategic Planning Executive with expertise in building and leading effective approaches to meet business goals, delivering results in management roles overseeing team performance, technical programs, and continuous improvement.
- Expertise in leading teams of professionals in the implementation of strategies that effectively improve productivity while meeting operating and fiscal targets.
- As the Director of Technical Program Management with ActivTrak, improved efficiency and productivity by establishing the Technical Program Management Office and a formal project management framework.
- A demonstrated record of success establishing relationships and motivating teams to produce consistent results in a series of leadership positions with ActivTrak, WP Engine, Indeed, KBX (Koch Industries) and other corporations.

"Leeann consistently does an excellent job choosing the areas where she and her team will have the most leverage. She's used her small (but mighty) team on key initiatives that looked to be at risk. She continues to set a strong example for direct, but compassionate leadership."

CTO, ActivTrak

Core Competencies

- Seasoned Operations Leader and Strategist
- Driving Success in Business Consulting & Technical Program Management
- Trusted Advisor to Leadership
- Sustaining Continuous Improvement
- Leading End to End Project Management
- Builds and Leads Strong Teams
- Establishing and Leading PMOs
- Defining and Tracking Key Performance Indicators

Professional Experience

November 2023 to May 2024 • KBX, INC. (KOCH INDUSTRIES) | REMOTE

As a subsidiary of Koch Industries, KBX serves the growing demand for supply chain efficiency across broad logistics markets.

Head of Enterprise Program Management Office (PMO)

Founded and led the Enterprise PMO, enhancing collaboration between technology and business units for customer experience alignment with organizational strategies.

- Established the Program Manager role, aligning programs with critical strategic initiatives to drive focused execution and outcomes.
- Built and developed a high-performing team, implementing efficient processes and templates for project management.
- Defined and executed PMO's strategic direction, staffing with a mix of employees and contractors for rapid deployment, scalability, and operational efficiency.
- Led strategic resource planning to align project and program management roles with long-term business needs.
- Coached team members with the goal of fostering innovation and providing leadership towards the successful completion of essential transformation initiatives.
- Improved cross-functional collaboration within technology and business teams, enhancing project delivery and workflow efficiency.

August 2022 to October 2023 • COFRESI PRIME MEATS | FAJARDO, PR

Cofresi Prime Meats is a farm to table full-animal butchery serving the east coast of the island of Puerto Rico for both businesses and end consumer clientele.

CEO & Managing Partner

Established and helped grow the business through year 1. Sold to partners who live locally mid-Q4.

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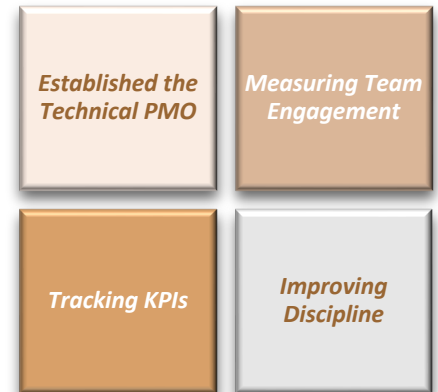
August 2021 to July 2023 • ACTIVTRAK | REMOTE

ActivTrak is a cloud-based workforce analytics software provider.

Director of Technical Program Management

Initiated the launch and maintained the leadership of the Technical Program Management Office, overseeing two direct reports and 60 indirect reports, including engineering team members and managers. Evaluates and prioritizes initiatives to optimize benefit and value to the organization.

- Credited with establishing a formal project management framework and best practices integrated into Engineering teams and strategic partners, capturing gains in efficiency and productivity. Brought a new level of discipline to the technical program management process.
- Implemented transformational changes throughout the Engineering organization that positioned the company for growth.
- Leverages the use of tools and other resources to measure key performance metrics, identifying opportunities for improvement in program implementation. KPI tracking has led to a 30% improvement in production quality and production lead time.
- Introduced a shared responsibility model for product development that has been adopted as a best practice across other business groups.
- Deployed team health surveys to measure engagement and morale, leading to a 25% improvement in employee satisfaction across all Engineering teams, driving higher retention.



April 2020 to July 2021 • WP ENGINE | REMOTE

WP Engine provides WordPress hosting and optimization for more than 1.5 million websites.

Senior Technical Program Manager

Hired to support the Platform Services and Foundation product lines as Strategic Program Partner and Lead. Scope of work included delivering improvements to the core platform to enable greater resilience and scalability for client websites while introducing new features.

- Partnered with the Vice President of Operations to review operations, measure case severity, and prioritize teams on the resolution of the most critical customer issues.
- Established root cause analysis to identify and prevent the reoccurrence of high-profile issues, lowering production environment events by up to 30%.
- Delivered a program that accelerated hosted site performance and improved security features. Identified and eliminated redundancies to alleviate the workloads of sales and support teams.
- Collaborated with the senior leaders of the Product and Product Marketing teams to standardize launch readiness processes company-wide.
- Launched and scaled the Foundation Product Line group, working with stakeholders in Engineering, Product, and Business Leadership.

May 2017 to April 2020 • INDEED INC. | AUSTIN, TX

Indeed is a worldwide employment website for job listings. The site is available in over 60 countries and in 28 languages.

Senior Manager, Technical Program Management

Strengthened project management and processes throughout the Engineering organization, serving as a mentor and coach to program managers to build skills in formal project management best practices. Credited with successfully leading complex, highly challenging projects. Supported 12 teams worldwide and four cross-functional programs.

- Achieved exceptional results in delivering over 30 transformational change projects for engineering delivery teams.

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- *Participated in the establishment of a new department of 12 engineering teams dedicated to improving and supporting front-end teams worldwide.*
- *Spearheaded an Agile transformation program with six front-end and back-end engineering teams that reduced Work in Progress by 20%, Release Lead Time by 42% and Production Lead Time by 38%.*
- *Contributed to the implementation of an OKR strategic framework that was deployed across 30 engineering teams and provided leadership with greater insight into progress towards goals.*
- *Developed the business case and secured approval from leadership to build the Guilds program, which assigned owners to areas of the business to revitalize and modernize tools, systems, processes, and procedures, with project tracking through Jira and Confluence. The Guild model was adopted company-wide.*

September 2014 to August 2017 • CTG INC. | ANCHORAGE, AK / REMOTE

CTG is a leading provider of digital transformation IT solutions and services.

Technical Project Leader (Consultant)

Executed two consulting engagements in on-site roles with Alaska USA Bank and GCI Telecommunications. Scope of work included project management, business analysis, and the leadership of large-scale programs. Projects included an 18-month engagement to implement an incentive and compensation system to improve sales performance, as well as the integration of a scalable operational framework for a client that led to an enhanced customer experience.

- *With Alaska USA Bank, provided guidance and direction on security risk mitigation and compliance issues, as well as opportunities to leverage process automation to improve efficiencies.*

September 2013 to September 2014 • BOWHEAD COMMUNICATION SERVICES | ANCHORAGE, AK

Bowhead Communication Services provides telephone communications operations and maintenance for military installations.

Technical Program Manager

Recruited to lead an underperforming project to implement Salesforce, revisiting the requirements definition phase. After a change in division leadership, developed a recommendation to cancel the project until other areas of the business were more stable.

- *Other duties included aiding in proposal development for federal and state contracts for telecom services, hiring front office staff and customer service personnel, and streamlining operational processes adding automation through technological enhancements and by cutting waste.*

May 2012 to May 2017 • LAUTER CONSULTING INC. | REMOTE

Lauter Consulting provided advisory services in the areas of business and technology for small to mid-sized companies.

Owner & Principal Consultant

Founded the business, serving as a trusted advisor to small businesses and startup companies seeking to build strategies, processes, and procedures to scale operations. Delivered services that included the feasibility analysis of business models, refinement of investor presentations, and development of pro forma financials.

Early Career

IT Department Manager, ICE Services, Anchorage, AK

Sales Administrator & IT Projects Manager, OneVision Solutions, Irving, TX

Executive Assistant, AAR Global Solutions, Arlington, TX

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Education & Professional Certifications / Development

ARIZONA STATE UNIVERSITY W.P. CAREY SCHOOL OF BUSINESS

Master of Business Administration

Member, Beta Gamma Sigma Honors Society

ARIZONA STATE UNIVERSITY W.P. CAREY SCHOOL OF BUSINESS

Master of Science Degree in Information Systems Management

UNIVERSITY OF NORTH TEXAS

Bachelor of Business Administration Degree in Entrepreneurship

Certified Project Management Professional (PMP), PMI Agile Certified Practitioner (PMI-ACP), Certified Scrum Master (CSM)

Architecting on AWS Course, CCNA Bootcamp Course, Sharepoint Server Admin Course

Arbinger Leadership Course, Radical Candor Course

Technical Proficiencies

Microsoft Office 365, Atlassian (Jira, Confluence, Trello), Google Suite, Python, R Programming Language, SQL, AWS, GCP, Azure, PowerBI, Tableau, Figma, Canva, Postman (QA), Project Management Tools including Monday.com, Smartsheet, MS Project, Asana, Jira Advanced Roadmaps, Salesforce, ServiceNow, Tray.io, Agile methodologies: Kanban, Scrum, Lean, Kaizen (cont improvement), XP

Board Roles

Member of the Board of Directors, Preserve International

Preserve International is a nonprofit organization dedicated to fighting hunger and minimizing the burden of seasonal poverty in East Africa through the provision of innovative, ruraly-minded food preservation technology and training to reduce post-harvest crop loss.