

# ASHLEY BALLESTEROS

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## PROJECT MANAGER

***Continuous Process Improvement – Team Leadership – Cross-Functional Project Management***

*Strategic leader with a proven ability to spearhead a diverse range of mission-critical initiatives in accordance with project management methodologies. Excels at leading project team members, including cross-functional partners.*

### **Project Management Skills & Experience:**

System Implementations • Data Analysis & Forecasting • Standard Operating Procedures (SOP's)  
Scrum/Kanban Boards • Project Reporting • Training Plans • Learning Management Systems  
Operations Leadership • Problem Solving • Customer Relationship Management

## EDUCATION

**Southern New Hampshire University, Manchester, NH**

**Graduating: May 2023**

***Bachelor of Science (B.S.) in Business Administration; concentration in Project Management***

- GPA: 3.78; named to Honor Roll every trimester
- Sigma Tau Delta International English Honor Society; National Honor Society of Leadership and Success

## PROFESSIONAL EXPERIENCE

**Karen A. Casey, Esq., Huntington, NY**  
***Operations Project Manager***

**September 2021 – Present**

A multifaceted leadership role charged with continually improving office operations and capturing high-impact efficiencies. Analyze and revamp all processes, procedures, and workflow related to litigation, client billing, payroll, physical/electronic document filing, client communications, and legal document sharing.

- Dramatically improved legal document sharing capabilities by spearheading the implementation of Filevine case project management software; directed the research, vetting, and selection of viable platforms
- Revamped and simplified the firm's litigation process, vastly enhancing the client experience and reducing the process from 2.5 weeks to just three days on average
- Completely overhauled an antiquated client billing process; introduced Sage Timeslips legal billing software allowing the firm to track billing in real-time, offer several electronic payment methods, and establish reoccurring billing
- Transitioned the firm from a manual payroll process to QuickBooks Payroll, allowing for direct deposit and simplifying the client payment process
- Implemented an automated text message communication system

**St. George's University, Great River, NY**  
***Director of Admissions***

**May 2011 – September 2021**

Promoted to a leadership role accountable for administering a student-centric admissions process that aligned with rigorous University standards. Led a team of 30 US and Canadian employees providing admissions services and guidance to students applying to this private medical school and international university.

- Provided Senior Management with recommendations on activities, initiatives, and processes to execute strategic objectives; equipped Admissions team members with the tools, resources, and information required to enhance the student-centric experience
- Utilized visual project management tools including Scrum/Kanban boards and Smartsheet to help organize projects
- Worked cross-functionally with Human Resources and an Admissions Trainer to identify best-practices and implement continuous improvement training initiatives aimed at refining staff performance
- Identified, vetted, and managed the implementation of several critical systems including CRM, Ellucian Banner, and Salesforce; partnered cross-functionally to develop, support, administer, and maintain these systems

- Built a shared library within a learning management system (LMS) to assist with new hire on-boarding and ongoing staff training; drafted standard operating procedures (SOP's) and tested the library in a "sandbox" environment
- Partnered cross-functionally with Financial Aid to implement and streamline a highly-customized system and loan process for the University's Canadian students
- Increased revenue, enrollment, and student scholarships by managing a project to implement additional intake processes for the Charter Foundation Program and Medical Assistant Program; model was adopted internationally
- Performed comprehensive daily statistical analysis of performance and financial metrics in Excel; forecasted outcomes and identified/addressed opportunities for improvement
- Reorganized the reporting structure to support recruitment and admissions funnel management, task prioritization, and measurement of critical metrics and milestones
- Developed relationships and memoranda of understanding (MOU's) with international education partners
- Routinely interfaced with governmental bodies including the U.S. Department of Education and U.S. Citizenship and Immigration Services
- Monitored, addressed, and consistently improved quality and compliance goals

***Earlier roles at St. George's University:******Admissions Officer, Admissions Specialist, Domestic Admissions Counselor, International Admissions Counselor*****Branford Hall Career Institute, Bohemia, NY****February 2011 – May 2011*****Medical Assistant Instructor***

- Delivered education aligned with governmental, accreditation, and institutional policies and procedures

**Island Urological Care, P.C., Smithtown, NY****August 2004 – March 2011*****Medical Assistant***

- Key contributor as the office transitioned to a paper-less environment; implemented and trained staff on new systems

**TECHNICAL SKILLS**

Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, Visio)  
Wrike (Project Management) • Ellucian Banner (ERP) • Salesforce • CRM • Microsoft Teams  
Filevine • Knowledge • OnBase • Smartsheet • Sage Timeslips