

MONICA HEDMAN

SAN LEANDRO, CALIFORNIA • (650) 503-3936
MONICA@MONICAHEDMAN.COM • WWW.LINKEDIN.COM/IN/MONICAEHEDMAN

CAREER SUMMARY

My experience includes a multi-billion-dollar, Fortune 100 defense company, a fast-growing SaaS HR solution provider, a targeted financial firm, and a renewable energy utility. I seek to apply my technical expertise, relationship and leadership skills, and proactive, solution-focused acumen to produce measureable results and exceed business goals.

CORE COMPETENCIES

Operational

- Create and manage process documentation and library
- Oversee up-to-30 software implementation projects
- Streamline internal processes/instructions for efficiency
- Oversee software solutions to address process deficiencies
- Administer weekly audits of network security
- Salesforce, Trello, G Suite, Visio, Azure DevOps, SQL
- Knowledge of French and Spanish

Supervisory

- Train and motivate staff to implement processes.
- Maintain open lines of communication with executives and personnel to ensure accountability
- Intake, validate and resolve personnel grievances regarding processes
- Administer staff meetings
- Administer data support to staff of over 150 employees

EXPERIENCE

TRACKER CORPORATION, San Francisco, California

Project Manager

2019 - Present

Project Coordinator

2016 – 2018

Successfully migrated over forty customers from a legacy software platform to the current platform. Managing up to twenty simultaneous SaaS implementations for diverse customers. Built process documentation for SOC 2 audit compliance. Volunteered to manage corporate documentation and create departmental wiki.

SUNEDISON, San Francisco, California

Transaction Coordinator

2015

SOCIAL SOLUTIONS, Baltimore, Maryland (remote position)

Implementation Analyst

2014 - 2015

Brought 25 non-tech NPO customers into the SaaS world by educating them and implementing a multi-faceted software solution to provide automation and performance metrics.

FISHER INVESTMENTS, San Mateo, California

Product Manager

2013 - 2014

Internally implemented a high-visibility COTS solution enterprise-wide to address operational issues within every department at the firm. Worked with the vendor and IT to customize the software to each department's needs.

NORTHROP GRUMMAN CORPORATION, Redondo Beach, California

*** TS/SCI Security Clearance ***

Configuration Analyst II/III

2006 - 2012

Information Security / Systems Analyst II

2005 - 2006

Secretary, Systems Engineering, Nuclear-Powered Spacecraft

2004 - 2005

Managed and evaluated documentation for compliance on several defense contracts against the standards of the DoD, the prime vendor, and NGC's own standards; Trained and presented to all levels of staff on security procedures up to the VP level; Member of the auditing team which took Northrop Grumman's network security compliance ranking at the DoD from "Meets Expectations" to "Exceeds Expectations."

CERTIFICATIONS

Certified Scrum Master

2020

EDUCATION

Bachelor of Science, Information Systems
The University of Redlands, California

Bachelor of Arts, Telecommunications
Pepperdine University, California