

# Liz Lance, Ed.D., MBA, PMP, SPHR

The Dalles, OR • [www.Linkedin.com/in/drlizlance](http://www.Linkedin.com/in/drlizlance)

---

## Profile

Liz Lance is a dedicated Operations Leader with over a decade of experience driving strategic initiatives, managing complex programs, and leading high-performing teams in the technology industry. Armed with a PMP certification and a proven track record of financial responsibility, partnership development and fundraising, Liz excels in leading teams towards operational effectiveness, aligning organizational goals, and driving strategic cross-functional change.

## Related Experience

### Chief of Staff at Performica – Remote – 3/2023-Present

*Performica is a seed-stage SaaS startup delivering data-backed Performance Management to HR leaders and CEOs.*

- Drives business strategy, product roadmaps, customer implementations and key initiatives in a startup.
- Key member of the Founding Team, implementing and upholding all company cadences and artifacts.
- Creates BOD materials, pitch decks, keynote talks, customer-facing knowledge base materials and more.
- Speaker at public events including delivering in-person and virtual presentations, trainings and interviews.

### Sr. Director, Project Management, Training & Business Apps at Smarsh – Remote – 4/2020-2/2023

*Smarsh is a SaaS provider of archiving and compliance software to the financial services industry.*

- De facto leader for all strategic programs and projects across the 1,400-person SaaS company.
- Leader of M&A integration activities for all acquired organizations globally. Facilitated the integration of 6 acquired organizations totaling \$340M+ in revenue over 4 years, while collaborating entirely remotely.
- Director of internal Project Management Organization (PMO) serving the entire organization in addition to leading internal training and business systems teams. Total span of 15 with a leadership and IC level within.

### Director of Project Management Organization (PMO) at Smarsh – Portland, OR (Hybrid) – 8/2018-4/2020

- Full-lifecycle management of key cross-functional initiatives within a SaaS company. Projects focused on internal efficiencies and improving product and service experiences for customers are top priority.
- Creator of Strategic Project Management Org, a first for Smarsh. Directs team of 7+ Project Managers, Engineers and Coordinators in solving complex, cross-functional challenges and leading strategic projects.
- Key leader of M&A integration of Smarsh and Actiance, totaling \$100M+ in revenue.

### Program Manager at Smarsh – Portland, OR (Hybrid) – 9/2017-8/2018

- Leading change programs across many different product and people-focused lifecycles spanning Customer Support, Professional Services, Site Reliability Engineering and Technical Operations.
- Designs and builds team processes, systems and automated dashboards positioned to increase transparency, reduce ambiguity, improve oversight and greatly improve customer satisfaction during technical migrations.

### Project Manager at Smarsh – Portland, OR (Hybrid) – 9/2016-9/2017

- Owner of a strategic, customer-facing initiative to migrate all client email hosting services from four historical systems to a Smarsh partner. Successfully migrated 4,300+ accounts containing 45,000+ email addresses while ensuring data continuity, archive compliance and full administrator enablement.

### Sr. Procurement Specialist at CLEARResult – Portland, OR (Hybrid) – 10/2013-9/2016

*CLEARResult is a consulting group delivering energy conservation programs to utilities and program sponsors.*

- Facilitates all technology procurement related activities for 3,000 employee users. Manages all vendors.
- Created cost-avoidance programs achieving an estimated \$1.5M in avoided spend in 18-months.

## Education

- Doctor of Education (Ed.D) in Organizational Change and Leadership, University of Southern California
- Master of Business Administration (MBA) in Strategy and Innovation Management, University of Portland
- Bachelor of Business Administration (BBA), Operations and Technology Mgmt, University of Portland

## Featured Certifications & Volunteer Experience

Project Management Professional (PMP), 2020

Senior Professional in Human Resources (SPHR), 2021

Secretary & Grant Writer at Dufur Volunteer Fire and Ambulance, 12/2023-Present