

Stephanie Simard

47 Runnells Rd, Concord, NH 03303

PROFESSIONAL EXPERIENCE

Cross Insurance
IT Project Manager Manchester, NH
July 2022 – Present

- Manage a spectrum of Network, Telecom, and Cybersecurity projects by assembling resources, anticipating and mitigating risks, resolving and escalating challenges, leading effective meetings, maintaining vendor relationships, engaging stakeholders, and developing robust project plans and related documentation.

Sampling of successfully completed projects includes:

- Updated network hardware and provided standardized corporate WiFi in 30+ offices around New England.
 - Migrated 21 individual offices to a new phone system in 8 months.
 - Migrated 7 newly-acquired offices onto company standard technology, replacing network and security features, migrating email and file shares, distributing new PCs to end users, and decommissioning old systems.
 - Integrated various SaaS applications with Okta Single-Sign-On (SSO) solution. Included updating the Single Source of Truth (SSoT) from Active Directory to Workday, configuring automations for repeatable business processes, and maintaining accurate data in downstream applications.
- Developed project planning templates for use by growing Project Management Office, including project plans, backlog and sprint trackers, project charters, risk registers, and dashboards in Smartsheet and Monday.com project and portfolio management tools.

Northern Benefits of Massachusetts, LLC
Benefits Project Manager Marlborough, MA
October 2018 – July 2022

Increased the capacity of an insurance broker to support sales and better equip service team in supporting clients.

- Built and implemented employee benefit enrollment portals for clients. Added census data and plan settings, managed setup of carrier EDI connections, conducted testing, provided user training and support through and beyond open enrollment. Created written guides on common tasks, allowing more effective client support.
- Researched and troubleshoot complex connection and enrollment issues in Ease. Collaborated with carriers, tech support, and relied on own knowledge of benefits regulations.
- Implemented the agency's first CRM, on the Salesforce platform. Prepared all data for import, determined workflow steps, and provided training and troubleshooting as the office "super user".
- Re-designed and updated external communications for prospective clients, built and launched new website.

Onedotzero, Inc. and Long Bow Group, Inc.
Payroll and Benefits Administrator Boston, MA
April 2015 – July 2022
Assistant Bookkeeper, occasional part-time March 2009 – March 2015

Executed bookkeeping, HR, and IT activities for an arts/media nonprofit and its for-profit subsidiary.

- Efficiently completed bookkeeping functions with strict attention to detail while upgrading systems for remote and collaborative use. Tracked shared spending between two agencies, assisted Controller in estimating invoices.
- Improved outdated payroll procedures and 401(k) funding for greater accuracy and efficiency.
- Administered employee benefits program, communicating details of annual renewal to employees. Maintained compliance and recommended policies and procedures where needed.

Stearns Organic Farm-CSA, Inc.
Bookkeeper (part-time) Framingham, MA
August 2018 – May 2022

Provided full-charge bookkeeping for a nonprofit working farm with \$150K in annual revenue.

- Manage daily finances, record and acknowledge donations and sales revenue, track inventory and sales tax, draft financial reports including reporting on weekly sales.
- Reconcile all accounts monthly including bank, credit card, and payment processors. Developed more accurate reconciliation procedures for PayPal and Square as organization relied more heavily on online payments.

Reagle Music Theatre of Greater Boston Waltham, MA
Bookkeeper (part-time) June 2017 – June 2018

Provided full-charge bookkeeping for a nonprofit theatre with \$1.2M in annual revenue.

- Efficiently and accurately managed daily finances and weekly payroll, performed all AP/AR functions, account reconciliations, adjusting journal entries, monthly close and GL review, and led documentation for annual audit.
- After a new contract with ticketing agent that drastically altered cash flow, redesigned the process to record and reconcile daily sales with the box office, trained box office staff and Treasurer on new procedures.
- Ensured educated spending decisions by producing regular cash projections to Executive Director.

NeighborWorks Southern Mass Quincy, MA (now *NeighborWorks Housing Solutions*)
Accounting Assistant (temp, part-time) October 2016 – March 2017

A temporary consulting role for a nonprofit managing a portfolio of affordable housing properties.

- Updated AP/AR procedures for efficiency, allowing the org to scale; trained finance staff on new procedures.
- Produced financial policies and procedures manual for use by auditors, staff, and board. Proposed and drafted new policies where needed and collaborated with various teams to document work intersecting with finance.

Health Leads, Inc. Boston, MA
Accounting and Benefits Manager August 2013 – May 2015
Finance Coordinator July 2012 – July 2013

Managed AP/AR, payroll, and benefits administration for a scaling national nonprofit with \$16M in revenue.

- Updated AP/AR and payroll processes, enabling national growth while maintaining internal controls and deadlines.
- Ensured accuracy in general ledger and grant reporting by reconciling all accounts, overseeing timely contract revenue billing, releasing temporarily restricted net assets on schedule, and other monthly close procedures.
- Supported organization-wide internal and external reporting by leading monthly cross-team reconciliations of individual, foundation, and contract revenue with fundraising and business development teams, utilizing accounting and fundraising software reports.
- Administered robust employee benefits program with highly praised support; developed benefits communications and trainings for staff; implemented PlanSource benefit admin portal for more secure enrollment and billing.
- Oversaw submission and approval of expense reimbursements, reconciled roughly \$75k monthly.
- Collaboratively developed an on/off-boarding team and procedures with Talent/HR and IT teams.
- Documented all financial policies, procedures, and controls in a manual for use by staff, board, and auditors.

New England School of Photography Boston, MA
Director of Admissions and Recruitment June 2010 – July 2012
Admissions Representative September 2009 – June 2010

- Raised the number of applicant leads by 11% and incoming international students by 20%.
- Evaluated recruiting activities for effectiveness, redirected resources to priority applicant populations.
- Interviewed applicants to make admissions recommendations and drafted resources for accepted students.
- Analyzed applicant data to provide enrollment projections to senior administration.

Massachusetts Commission on LGBTQ Youth Boston, MA
Administrative Coordinator Sept 2009 – Sept 2010

- Provided administrative and technical support to 50 volunteer Commissioners and the Executive Director advocating for LGBTQ youth issues to state government and agencies.
- Successfully coordinated logistics for quarterly public Commission meetings at high schools across the state by collaborating with teachers and students to secure space, media services, food, security, and volunteers.

Freelance Photographer May 2008 August 2012

- Provided event, portrait, editorial photography in addition to selling and exhibiting fine art prints
- Taught Digital SLR Photography adult workshops at the New England School of Photography from 2014-15
- Supported a handful of fine art photographers and artists as a studio/technical assistant

Returned to school full-time

January 2007 – May 2008

Simmons College (now a University)

Boston, MA

Technology Desk Manager

September 2002 – January 2007

SOM Computer Lab Manager

June 2002 – August 2002

Managed computer labs and a full-service Technology Desk inside the College's Beatley Library.

- Supervised and trained a part-time staff of 20, providing technical support and excellent customer service to student, alum, and faculty end users and Library patrons. Managed schedule of desk coverage and payroll.
- Increased the quality of support provided and skill levels of staff by implementing a successful team competition training program.

KEY VOLUNTEER EXPERIENCE

The Network/La Red

Boston, MA

Member of Fundraising Committee

September 2014 – July 2021

Member of Board of Directors, Treasurer

May 2014 – June 2019

Direct Service & Outreach Volunteer

October 2004 – August 2011

Various support roles for a growing nonprofit working to end partner abuse in LGBTQ communities.

- As Treasurer, increased staff and board understanding of finances by developing a quarterly dashboard to communicate progress of fiscal and fundraising goals. Presented dashboard to all staff and volunteers annually.
- Helped to increase grassroots funding by liaising between the board and fundraising committee to draft and approve the annual fundraising plan and determine the strategy and structure of annual appeal.

Hudson Cultural Council

Hudson, MA

Council Member, Treasurer

December 2018 – January 2022

Appointed by Select Board to town committee tasked with awarding state funds to local cultural programs.

- Approved and submitted reimbursements for local grant awards, annually reconciled cash and outstanding funds between Town of Hudson and the Council for reporting to the Massachusetts Cultural Council.
- Updated the annual community input survey from a paper process to online distribution, analyzed and presented the collected survey data to the Council in order to set distribution goals for the following grant year.

EDUCATION

MA: Gender/Cultural Studies, *cum laude*

Simmons College, 2004 (now Simmons University)

BA: Sociology and Women's Studies

Simmons College, 2002

Certificate: Professional Photography

New England School of Photography, 2008