

Jenna Marthaller, PMP

Location: Los Angeles Metropolitan Area, CA

Email: jenna.marthaller@gmail.com

Phone: (714) 916-7543

SUMMARY

Project Management Professional with hands-on experience working at the intersection of social work and project management to improve client outcomes and create meaningful change in the community. Hands-on Leader focused on working with diverse, cross-functional teams to identify and capitalize on new opportunities to increase operational efficiency and maximize project ROI.

SKILLS

- **Project Management:** Leadership, Strategic Planning & Execution, Relationship Management & Development, Prioritization, Process Improvement, Cross-functional Collaboration, Staff Management, Training & Development, Coaching & Mentorship, Interdepartmental Alignment, Partnership Building, Stakeholder Engagement, Budgeting & Resource Allocation, Agile, Event Planning, Meeting Coordination, Emotional Intelligence, Multicultural Awareness
- **Technology:** Microsoft Office, Google Workspace, Smartsheet, Trello, Slack, Gemini, Claude, ChatGPT, ToucanTech (Customer Relationship Management software)

EDUCATION & CERTIFICATIONS

- Project Management Professional (PMP), Project Management Institute
- Master of Social Work with practicum in Macro Social Work, New York University
- Bachelor of Arts in Psychology, California State University Fullerton

WORK EXPERIENCE

Project Manager - Member Engagement, Data Foundation

February 2024 - Present

- Manage 6 recurring virtual meetings and events including timely briefings, topical roundtables, member-wide meetings, working group meetings, and advisory board meetings, enhancing collaboration among members, by creating and maintaining Google Groups, event scheduling and advertising, distributing agendas, capturing meeting minutes, and fostering virtual involvement.
- Lead event planning for the annual member summit, with over 50 attendees, by coordinating event planning meetings and communications, recruiting speakers, curating content, creating event marketing materials, which cultivates in-person participation, prospective membership pipeline, and community feedback.
- Increased member recruitment and elevated membership reach with the development and implementation of a prospective member tracking system and the launch of an individual level of membership, which led to the onboarding of 4 member organizations, the onboarding of 3 individual members, and \$22,000 in revenue from membership dues.
- Successfully consolidated two websites into one on ToucanTech's platform, increasing user engagement by onboarding over 300 members and training staff, defining project scope, developing detailed project plans, coordinating stakeholder meetings, and monitoring progress to ensure timely completion.

Medical Social Worker - Hospice, Providence

August 2022 - August 2023

- Managed 50+ patients and visited up to 18 patients weekly while serving as the point of contact for patients, families, and medical staff providing updates on end-of-life care, answering care questions, and delivering related resources.
- Optimized patient outcomes and improved satisfaction by conducting 300+ biopsychosocial assessments, designing 300+ individualized care plans, developing care goals, and researching community referrals for additional healthcare services.
- Reduced time to issue resolution for patients and their families by improving accessibility to additional caregiver funding, general care coordination, home-based and mobile services, and emotional and social support programs.
- Served as the social work SME strengthening interdisciplinary collaboration and performance by facilitating learning programs on mental health, family systems/dynamics, emotional and social support, active listening, and building rapport.

Clinical Consultant - Office of Special Investigations, The Child Center of NY

July 2019 - June 2022

- Served as a Subject Matter Expert on mental health, domestic violence, and community-based resources, training and educating child protective staff through 20 one-on-one consultations weekly and monthly workshops with 30+ staff on signs, symptoms, treatments, interventions, cultural awareness, stigmas, and family systems/dynamics.
- Developed a training program to drive the utilization of community-based services for crisis mental health, domestic violence, food insecurity, supportive housing, early childhood education, after-school programs, teen drop-in centers, etc.
- Optimized client outcomes, engagement, and resource utilization by developing tailored recommendations based on family and child needs, demographics, and location for community-based services and psycho-education support.

- Increased program effectiveness and reduced consultation cancellations by 25% by developing and implementing an appointment confirmation and rescheduling system with automated reminder emails and preparation recommendations.

Clinical Consultation Program Intern - Queens, The Child Center of NY

September 2018 - April 2019

- Entered and tracked clinical consultation data to ensure compliance and contribute to the program's mission of training child protective staff and assessing families regarding mental health, substance use, and domestic violence concerns.

Community Building Intern, Avalon Housing

September 2017 - April 2018

- Successfully secured \$5,000 in funding to donate 150 backpacks to a back-to-school program by co-writing a grant proposal.

Program and Services Coordinator, The Children's Inn at National Institutes of Health (NIH)

January 2017 - July 2017

- Led the program and services department through a period of restructuring while maintaining the continuity of high-quality services by aligning on role responsibilities and conducting training sessions on administration and operations.
- Launched new events and organized cross-functional department meetings with 100+ attendees, including the NIH-wide seasonal luncheon, to cultivate cross-team collaboration and identify opportunities to increase organizational impact.