

ELIZABETH FELLER

+1 (909) 991-5684 | hello@elizabethfeller.com | Seattle, WA | www.linkedin.com/in/elizabeth-feller

PROFESSIONAL SUMMARY

CAPM-certified project manager and operations leader with 6+ years of experience driving cross-functional initiatives and delivering data-driven solutions. Proven track record managing vendor relationships, leading agile projects with budgets up to \$30K, and tripling program adoption through scalable system design.

CERTIFICATIONS

Certified Associate in Project Management (CAPM) — Project Management Institute, 2026

PROFESSIONAL EXPERIENCE

National Christian Foundation

Remote

Director of Client Services

June 2025 – Present

- Lead agile project initiatives to improve operations and client experience, coordinating with cross-functional teams to deliver scalable solutions that drive organizational efficiency.
- Manage end-to-end project delivery including vendor selection, budget management (\$30K combined portfolio), timeline coordination, and stakeholder communication for database implementation and client profiling initiatives.
- Redesigned client onboarding system to increase program adoption from 20% to 60% (3x) while leading 10+ onboarding sessions monthly.
- Develop and manage project budgets — tracking costs and forecasting spend while aligning resources to business objectives.

National Christian Foundation

Remote

Client Services Support

May 2024 – May 2025

- Cultivated relationships with high-capacity clients and advisors to align goals with personalized strategies.
- Delivered concierge-level support to Relationship Managers and senior leadership, advancing client engagement initiatives.
- Collaborated with cross-functional teams to streamline operations and refine client-facing processes.
- Managed end-to-end transaction processing with full compliance and accuracy, resolving complex service issues under tight timelines.

Mountain West Financial, Inc.

Redlands, CA

Production Coordinator

June 2018 – August 2020

- Managed 300+ daily communications while maintaining sub-2-hour response time, serving as liaison between Sales and Internal Operations.
- Led special projects from kickoff through delivery, owning deadlines and resolving blockers.
- Collaborated cross-functionally to create a client/broker portal that streamlined the loan process, improving user experience and reducing troubleshooting volume.

EDUCATION

Northeastern University

September 2021 – December 2023

Master's, International Relations

California Baptist University

September 2017 – June 2020

Bachelor's, Marketing

SKILLS

Agile & Predictive Methodologies | Risk Management | Scope & Schedule Management | Budget Management | Vendor Management | Stakeholder Communication | Cross-Functional Leadership | Client Relationship Management | Process Optimization | Salesforce | Excel / Google Sheets | Data Analysis | AI-Assisted Workflows