

# JESSICA VONGOELER

## Projects & Operations Leader

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## SUMMARY

Operations leader with over a decade of expertise managing complex, regulated vendor programs. Demonstrated success in contract administration, service delivery optimization, and cross-functional coordination. Proven ability to maintain seamless operations under pressure, ensure regulatory compliance, and drive continuous performance improvements in regulated environments.

## CORE COMPETENCIES & ACHIEVEMENTS

### Contract & Vendor Oversight

- Administered \$20M+ in service contracts with strict adherence to regulatory and performance standards.
- Optimized service quality by reallocating 20% of contract spend to higher-performing providers without increasing costs.

### Service Operations Management

- Delivered 100% on-time service in regulated, customer-facing environments.
- Maintained uninterrupted operations during 4 critical events, exceeding safety and service continuity standards.

### Performance Metrics & Reporting

- Developed 8 operational KPIs and real-time dashboards, reducing decision-making timeframes by 25% and enabling 3× faster action.
- Proactively engaged with clients daily to produce high-quality solutions leading to a 15% increase in client satisfaction scores.

### Budget & Resource Optimization

- Implemented scalable planning systems that cut operating costs by 15% while sustaining quality.
- Recovered \$2.7M in overcharges through targeted audits and strengthened vendor oversight.

### Risk & Contingency Planning

- Achieved 100% on-time resolution of operational risks for high-priority programs.
- Improved incident response times by 25%, ensuring compliance with safety protocols in regulated operations.

### Cross-Functional Team Leadership

- Reduced escalations by 30% within one year by leading and mentoring 12 multidisciplinary team members across departments.
- Ensured seamless operations and service delivery by coordinating with external contractors, internal leaders, and regulatory teams.

## EXPERIENCE

### Consultant, Operations Management

#### Gates Medical Research Institute

📅 04/2023 - 12/2024

Oversaw multimillion-dollar vendor contracts, ensuring service agreement compliance.

### Associate Director, Master Scheduler

#### Ultragenyx Pharmaceuticals

📅 03/2021 - 01/2023

Directed, produced, and tracked manufacturing schedules and site budget for new facility.

### Sr Manager, CDMO Management

#### Ultragenyx Pharmaceuticals

📅 04/2019 - 03/2021

Managed external manufacturing to ensure readiness, compliance, and risk mitigation.

### Client Program Manager

#### Brammer Bio (now ThermoFisher)

📅 10/2017 - 04/2019

Managed client programs with operations, engineering, and vendors to meet urgent deliverables in a regulated environment.

### Project Manager, Technical Operations

#### PAREXEL International

📅 08/2015 - 06/2017

Coordinated technical projects for global service delivery and infrastructure readiness.

## EDUCATION

### Master's Degree, Business Administration

#### Worcester Polytechnic Institute (WPI)

### Bachelor of Science, Marine Engineering

#### Massachusetts Maritime Academy