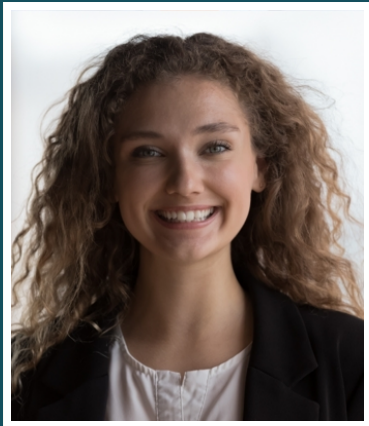




# ELENA KOWALCZYK

Program Coordinator

Program manager with six years leading customer-facing implementation programs at B2B SaaS companies. Runs multi-workstream launches with product, sales, and support all pulling in different directions, and gets them to a shared plan.

## CONTACT INFORMATION



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## EDUCATION

- B.B.A., Operations and Supply Chain Management, University of Minnesota, 2019
- Bachelor of Science in Business Administration, University of Texas at Austin, 2023
- Master of Business Administration, University of Texas at Austin, 2021

## KEY SKILLS

- Program planning and role ownership design
- Cross-functional facilitation
- Customer onboarding at scale
- Gainsight, Salesforce
- Airtable, Asana, Jira
- Looker (basic modeling)
- Vendor and partner management
- Executive status reporting
- Risk and dependency tracking

## PROFESSIONAL EXPERIENCE

Program Manager, Enterprise Onboarding | 2022 - Present  
Northwind Analytics, Minneapolis, MN

- Own the end-to-end onboarding program for enterprise accounts, coordinating implementation engineers, CSMs, and product across roughly 40 active accounts at any time.
- Rebuilt the onboarding playbook and role ownership chart; time-to-first-value on new enterprise deployments dropped from about 90 days to 58 days over three quarters.
- Run the weekly onboarding council with engineering and support leads; escalations that used to bounce through Slack for days now get an owner in the same meeting.
- Report onboarding health to the VP of Customer Success monthly using a mix of Salesforce, Gainsight, and a custom Looker view I helped scope.
- Mentor 2 program coordinators through project intake, status reporting, and how to push back on unrealistic go-live dates.

Program Manager, Partner Programs | 2020 - 2022  
Lattice Peak Software, St. Paul, MN

- Managed a reseller enablement program covering 22 partners in North America, including certification tracks, quarterly business reviews, and joint marketing.
- Ran the quarterly partner summit for around 140 attendees, including agenda, speakers, and post-event survey turnaround.
- Consolidated three overlapping partner trackers into a single Airtable base, which cut the monthly reporting cycle from four days to one.
- Partnered with legal on partner agreement updates and kept the signed-contract log audit-ready.

Program Coordinator | 2019 - 2020  
Lattice Peak Software, St. Paul, MN

- Supported the partner programs team with scheduling, certification tracking, and quarterly reporting.
- Built the first internal FAQ for the partner portal after logging the top 20 recurring support questions.
- Coordinated logistics for regional partner trainings across four cities.

