

Jennifer Hopkins

SUMMARY

Strategic IT and Operations Leader with extensive experience managing complex initiatives across GovTech, PropTech, and FinTech environments. Supports public-sector and community-focused initiatives through technology and operational leadership that enhance public access to municipal services, strengthen regulatory operations, and support family-centered service systems. Demonstrated success leading cross-functional projects from discovery through operational delivery while maintaining a 96% client satisfaction record. Trusted to navigate stakeholder priorities, strengthen governance, mitigate operational risk, and align leadership, technical teams, and external stakeholders around scalable business objectives. Recognized for driving operational transformation through process optimization, strategic planning, and organizational leadership that improve efficiency, strengthen accountability, and deliver thoughtful, results-driven solutions within fast-paced and evolving organizations.

SPECIALIZED SKILLS

- Strategic Project & Program Leadership
- Governance, Stakeholder Engagement & Risk Mitigation
- Operational Strategy, Process Improvement & Organizational Planning
- Cross-Functional Leadership & Executive Communication
- SaaS Implementations, Systems Integrations, Workflow Automation & Optimization
- Data Migration, Data Mapping, Reporting & Business Process Analysis
- UAT, Technical Documentation, SOP Development, RunBooks, Business Requirements Documentation
- Agile, Waterfall & Lean Project Methodologies
- Jira, Confluence, Wrike, Salesforce, ServiceNow, MRI Angus, SharePoint & Microsoft Project
- REST/API Integrations, Workflow Automation & Systems Configuration
- SQL, HTML, CSS, SCSS & JavaScript

PROFESSIONAL EXPERIENCE

Enterprise Implementation Project Manager

Oct 2025 - Present

BridgeCare

- Lead enterprise-level SaaS implementations for government agencies and municipalities, overseeing complex initiatives from discovery through deployment and post-launch stabilization.
- Identify operational risks, process inefficiencies, and organizational gaps early, proactively implementing structured solutions that **improve execution, strengthen alignment, and support long-term operational success.**
- Develop and standardize governance frameworks, operational workflows, and documentation practices that strengthen accountability, improve scalability, and support effective organizational coordination.
- Serve as a strategic partner to clients and leadership by **balancing operational goals, regulatory considerations, stakeholder expectations, and long-term organizational needs.**
- Facilitate stakeholder working sessions and strategic planning discussions across clients, leadership, and technical teams to align priorities, mitigate risk, and **drive successful project outcomes.**

Implementation Project Manager

Dec 2023 - Aug 2025

Cove

- Lead **40+ concurrent** implementation projects across private-sector and enterprise clients, driving cross-functional coordination, operational efficiency, and high-quality project delivery in fast-paced environments.

- Influenced product strategy by translating client feedback, implementation challenges, and business requirements into prioritized solutions that strengthen platform functionality and **long-term scalability**.
- **Directed operational strategy for scalable solutions** by anticipating client needs and leveraging operational patterns to create frameworks that enabled the team to successfully manage more than 100 concurrent onboardings while improving service delivery for all clients.
- Drove complex data migration initiatives by coordinating product, development and implementation teams, optimizing workflows, mitigating risk, and improving data integrity to support seamless client transitions, **reduce errors, and shorten implementation timelines**.
- Created implementation standards, workflow guidance, and client-facing resources that **elevated team efficiency, strengthened technical delivery, improved client satisfaction**, and supported complex system integrations.

Freelance (Project-Based) Consultant

Jul 2020 - Dec 2023

Planned Career Break

- Provided **technology, marketing and operational consulting** to a diverse portfolio of clients, including legal, childcare, and skilled trade businesses, focusing on **workflow optimization and system implementation**.
- Delivered a **full-stack digital solution** for a home-based good business, encompassing website design and marketing strategy, which directly enhanced online presence and supported **revenue goals**.
- Led the **end-to-end implementation and training** for new business systems, including a CMS, driving a significant **improvement in operational efficiency and client management**.
- Conducted system assessment and provided guidance on platform features, helping clients to streamline processes and **unlock underused functionalities**.
- Authored clear, **reusable documentation** and process guides to support clients in maintaining operational improvements post-engagement.
- Provided technical writing services for a client, authoring and editing content for **Request for Proposals (RFPs)** to ensure clarity and compliance.

Project Manager

Mar 2019 - Jun 2020

AmpliFI Loyalty Solutions

- Spearheaded the design and launch of four standardized product tiers informed by implementation trends and operational analysis, reducing custom development demands, streamlining client decision-making and **decreasing onboarding time by 25%**.
- Assumed leadership of a critical Salesforce integration initiative previously managed by a third-party contractor, executing the majority of the work internally, saving more than **\$60K in external costs**.
- Redesigned operational workflows using Lean methodologies, reducing project turnaround times from four weeks to under two weeks while **increasing cross-functional productivity by 55%**.
- Influenced product roadmap and delivery strategy by translating client priorities, operational insights, and implementation challenges into actionable initiatives while balancing technical constraints, and development capacity.
- Directed User Acceptance Testing (UAT) efforts across technical and operational teams to validate proprietary platform functionality, align releases with business goals, and minimize post-release defects and rework.

Software Implementation Engineer

Sep 2015 - Mar 2019

GovQA (now Granicus)

- Owned 20+ **municipal implementations across the U.S.**, delivering FOIA, code compliance, subpoena, lien, and GIS integration solutions that streamlined workflows, improved service efficiency, and standardized client deployments.

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- Architected a pre-kickoff analysis and system pre-configuration framework, which **resulted in a 93% on-time delivery rate** within a **strict 90-day window** that improved operational consistency.
- Elevated to Subject Matter Expert for **invoicing and payment integrations**, establishing scalable implementation standards and providing operational guidance across organizational teams.
- Partnered with product, development, and client stakeholders to translate operational requirements and client feedback into prioritized business requirements, user stories, and scalable platform enhancements.
- **Increased team productivity by 80%** through the development of standardized operational procedures, implementation templates, and ADA-compliant training documentation that improved delivery quality, client education, and adoption.

EDUCATION

Northern Illinois University, DeKalb IL

Bachelor of Arts, Corporate Communications

DePaul University, Chicago IL

Certificate, Introduction to SQL

The National Society of Leadership and Success

Advanced Leadership Certificate & Foundations of Leadership Credit

