

Erika Howard

Project Management | Research Operations | Stakeholder Coordination

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SUMMARY

Project and operations professional who turns complex, document-heavy work into clear plans, reliable systems, and timely follow-through. Managed high-volume programs across 100+ organizations and state agencies while improving templates, data quality, and decision support.

SKILLS

Project Delivery: Project plans, timelines, trackers, risk flags, handoffs, competing priorities

Documentation & Quality: Source review, document synthesis, templates, SOPs, QA, organized project files

Stakeholders & Systems: External partners, executive directors, state agencies, SQL, Python, Cloudflare D1

EXPERIENCE

Westmarch Consulting

San Francisco, CA

Operations & Automation Consultant

01/2024 - Present

- Scope ambiguous legal-services workflows with client stakeholders, translate objectives and constraints into implementation plans, maintain trackers, flag risks, and own testing through handoff.
- Built and launched a Cloudflare D1 system for two statewide legal-services networks, including schema, workflows, QA, shared documentation, and rollout guidance.
- Create SOPs, training materials, and quality controls that let client teams operate new processes with clear ownership and reliable records.

Legal Aid Association of California

Berkeley, CA

Communications and Development Coordinator

04/2022 - 01/2024

- Managed partner-facing workflows across 100+ legal-services organizations and state agencies, coordinating requirements, timelines, reviewers, approvals, and releases.
- Authored, copy-edited, and published source-backed web content, newsletters, memos, and toolkits on complex legal and policy updates.
- Designed a statewide member survey, synthesized structured responses and qualitative feedback, and produced findings used to set program objectives and resource priorities.

Senior Training and Communications Associate

10/2019 - 04/2022

- Led delivery for 30+ webinars, trainings, and conferences, maintaining schedules, speaker coordination, materials review, attendance data, follow-up, and evaluation loops.
- Synthesized statutes, agency guidance, and partner input into clear training requirements and public materials, documenting sources and flagging uncertainties for review.
- Built a SQL and Python workflow for 2,000+ certificates annually, replacing a handwritten process and saving hundreds of staff hours.

Training and Communications Assistant

10/2019 - 10/2019

- Supported participant communications, materials, data quality, and follow-up for statewide legal training programs.

Silicon Flatirons

Boulder, CO

Event Assistant

12/2018 - 07/2019

- Supported five technology and technology-policy events for 300+ attendees, coordinating speakers, logistics, and on-site execution.

EDUCATION

University of California, Berkeley

BA, Legal Studies

VOLUNTEERING

Schweizer Alpen-Club SAC

Annual Hut Keeper Volunteer