

EMILY R. CLOUGH
Strategy & Management Consulting
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EXPERIENCE

- Business Continuity Planning
- Single Point of Failure Identification & Mitigation
- Risk Analysis/ Management
- Testing, Training & Exercises
- Team Leadership
- Non-Profit Leadership
- Strategic Planning
- Project & Program Management
- Metrics & Measures Development
- Organization Design/ Change Management
- Business Process Re-Engineering
- Research & Quantitative Analysis

EMPLOYMENT

Emily Clough – Strategy & Management Consulting, Hershey, PA

Owner & Sole Proprietor (06/2024 – Present)

Business Founder (06/24 – Present)

- Business Mission: A former Strategy Consultant, Business Continuity Planning leader, and Project Manager at Booz Allen Hamilton, Emily Clough brings public sector consulting, non-profit leadership, and business transformation expertise to clients seeking reliable, seasoned experience from an independent contractor, without having to hire a permanent benefited employee. Her greatest reward comes from sharing her experiences and expertise with clients, improving business efficiencies and assuring business processes, so that clients can continue the work she started with them long after her contract has been completed. Flexible to accommodate each unique client, Emily can provide Remote, Hybrid or On-Site, Full-time or Part-Time, Short-Term or Long-Term consulting services.
- Established all aspects of Emily Clough - Strategy & Management Consulting as a Sole-Proprietorship in Pennsylvania. Developed a network of support, designed/developed ecloughconsulting.com business website, registered entity with Federal government/DoD, and certified as a WOSB with SBA.

Emily Clough – Consulting (Volunteer), Hershey, PA

Volunteer Advisor (2010 – 05/2024)

- Provided strategy consulting, process design, and project/program management volunteer services to multiple non-profit community organizations.

Booz Allen & Hamilton, McLean, VA

Associate (06/02 – 11/08); Senior Consultant (03/01-06/02)

NGA Mission Assurance Continuity Planning Team (07/04 – 11/08)

- Deputy Task Lead for Mission Assurance Contract. Managed personnel, financials, contract deliverables, taskers, and work breakdown structure. Served as lead client point of contact.
- Lead Continuity Planner for the Agency. Developed, implemented and trained Agency on continuity planning policy, Standard Operating Procedures, and continuity planning templates. Established continuity planning metrics program built upon Agency-wide Mission Assurance goals and directives, trained planners on metrics, and provided monthly metrics assessments to Executives. Managed continuity planning database tool, enhancement design, and access. Mentored, coached and led activities of over 100 continuity planners Agency-wide.
- Participated as observer/ controller in Agency-wide COOP Exercise and assisted with development of After Action Report for Agency Business Executive (BX).
- Represented NGA and Booz Allen at various Mission Assurance governance committees and conferences.
- Received NGA Star Award for leadership of the Continuity Planning Team and development of the Agency's executable Business Continuity Plans, facilitation of exercises to validate the Agency's crisis CONOPS, and for enabling a response-ready environment (January, 2006).

IRS Mission Assurance Organization Design Team (8/03 – 03/04)

- Supported stand-up of a Mission Assurance organization applying business continuity best practices to a large government service, including functions analysis, rationale development, and management of new organization implementation plan.
- Received Booz Allen's Absolute Personal Best Team Appreciation Award in recognition for efforts in leading initiatives to strengthen the overall resilience of IRS business processes (March, 2004).

IRS Mission Assurance Business Continuity Planning Team (11/02 – 8/03)

- Developed methodology and questionnaire to identify single points of failure within IRS critical business processes. Managed client team to identify, analyze, and prioritize single points of failure and additional vulnerabilities to critical business processes and locations at the Service.
- Presented risk-based mitigation/ elimination recommendations to IRS Executives.

- Developed Business Resumption Strategies with IRS Divisions.

IRS Communication & Liaison Stakeholder Relationship Management (SRM) Strategy Team (6/02 – 11/02)

- Conducted client interviews and built an Agency-wide strategy for managing partner relationships to ensure collaboration across Divisions.
- Led task to develop an Agency-wide SRM Segmentation Strategy based on best practices, analysis of existing Agency segmentation strategies, and business objectives; baselined and analyzed existing stakeholder relationships.
- Facilitated development and definition of unified partnering strategies within the Divisions to meet SRM business objectives.
- Produced and delivered SRM Segmentation and SRM Strategy Refinement deliverables, managed project plans, developed scope documents, and led client meetings.

IRS Mission Assurance Case Studies (4/02 – 6/02)

- Developed case studies based on client interviews to document how the IRS makes decisions during critical events, identify gaps and best practices, and capture lessons learned; the case studies included: “September 11th and Effects on the IRS in NYC”, “Mail Transshipment and Redirection of Mail at the IRS”, and “The Campus Security Readiness Initiative at the IRS”.
- Coordinated overall production of the three case studies and executive summary report to meet compressed schedule, managed and updated work plan.

IRS Frivolous Return Program (4/02)

- Conducted analysis of IRS service center inventory receipts and tax assessments to identify Frivolous Return Program workload drivers. Identified issues with workload carry over and made recommendations for follow-on process improvement initiatives.
- Identified additional opportunities for improvement on baseline processes, including automation and standardization of workload and compliance credit tracking.
- Researched and demonstrated revenue protected and assessments by tax examiners to underscore the overall value of the program to the IRS.

IRS Modernization Program Management (3/01 – 12/01)

- Developed and managed MS Project schedule including Task Order, Team, Workstream, Deliverable ID, contractual completion date, and functional mapping (Pre-Filing, Filing, etc.) data, to illustrate dependencies and facilitate integration across teams. Updated Executive Steering Committee on Program progress, solicited feedback, implemented ESC communication practices.
- Provided ad hoc reporting to Partners, Principals and Client Management (including Commissioner level) including Decisions Documentation, Workstreams Analysis (by Partner, Function, etc.), GAO Report, etc.

Mellon Financial Corporation, Pittsburgh, PA

Project Manager, eCommerce Infrastructure (4/00-3/01)

- Relationship Manager for several business lines. Liaison between the client, management, strategists and technical resources. Documented requirements and deliverables, created statements of work and risk evaluations, managed project plans, and tracked issues and risks to most efficiently meet business needs with available eCommerce resources and services.
- Developed network diagrams to illustrate for clients their business application’s interface with eCommerce infrastructure and service suite.
- Designed, developed, and published eCommerce group’s first line of business project intranet site that served as a model for other business line project site development.
- Developed and implemented methods to document and improve technical resource assignments in eCommerce Infrastructure and other support departments, reducing over-allocation of resources and improving the ability to establish realistic client expectations; designed prototype and managed team of contractors to produce standardized eCommerce project management tools and implement across all eCommerce projects.

EDUCATION & TRAINING

- B.A., English, Michigan State University
- University of Pittsburgh School of Law (2 Years)
- Scrum Alliance Certified Scrum Master (CSM 2024), DRII Certified Business Continuity Planner (CBCP 2003), PMI Project Management Professional (PMP 2000); IBM Principles of Project Management

INTERESTS

- SCUBA Diving
- Hiking
- Swimming
- Travel