

STEPHANIE VENEGAS

Implementation & Deployment Operations

804-610-5423

 stephanie.career@icloud.com

 [linkedin.com/in/essvenegas](https://www.linkedin.com/in/essvenegas)

 essvenegas.co

PROFESSIONAL SUMMARY

Implementation & Deployment professional with 10+ years coordinating concurrent public implementations, operational deployments, and multi-site execution from planning through go-live, supporting activations ranging from \$50K–\$2M+. Manage cross-functional initiatives across Engineering, Product Management, Sales, Marketing, Customer Care, vendors, and customers to drive operational readiness, Factory Acceptance Test (FAT) coordination, deployment logistics, and end-to-end implementation execution. Manage vendor relationships, implementation logistics, procurement and travel coordination, and on-site operational support for customer-facing initiatives involving dozens of internal and external participants. Serve as the primary liaison between internal teams, and third-party partners, ensuring activation milestones, onboarding activities, and multi-site deployments remain aligned and on schedule. Develop onboarding resources, process documentation, training materials, and implementation guides supporting 25+ customer onboarding engagements annually, strengthening execution consistency, customer readiness, and knowledge transfer.

IMPLEMENTATION & OPERATIONS EXPERTISE

Implementation Planning & Coordination • Customer Onboarding & Enablement • Cross-Functional Leadership • Stakeholder Management • Vendor & Third-Party Management • Operational Readiness • Project Execution • Multi-Project Management Process Improvement • Training & Documentation

TECHNOLOGY & BUSINESS APPLICATIONS

Microsoft Dynamics 365 (D365) • Microsoft Excel • Microsoft Teams • SharePoint • Smartsheet • Asana • Monday.com
Microsoft Outlook • Microsoft Word • Microsoft PowerPoint • WordPress • Digital Asset Management (DAM) Systems

PROFESSIONAL EXPERIENCE

Content Marketing Manager - Functional Focus: Implementation & Operational Project Activations

AMF Bakery Systems | Richmond, VA | March 2019 – Present

- Coordinate end-to-end execution of domestic trade shows ranging from approximately \$50K–\$120K while supporting flagship global exhibitions exceeding \$2M. Responsible for integrating logistics, purchasing, travel, and multiple third-party vendors to ensure on-site operational readiness.
- Manage an average of four public-facing operational initiatives per year, tracking schedules, milestones, dependencies, and vendor activity, while coordinating Engineering, Product Management, Sales, Marketing, Customer Care, and external partners to keep cross-functional deliverables on schedule.
- Manage relationships with an average of 4–7 vendors per event across logistics, exhibit services, freight, travel, multimedia production, and public-facing event services to ensure seamless event execution and consistent service delivery.
- Serve as the primary liaison across internal stakeholders, vendors, and third-party partners, coordinating customer-facing event execution from planning and logistics through operational readiness, Factory Acceptance Test (FAT) coordination, on-site delivery, and post-event transition across multiple concurrent workstreams, resulting in 100% on-time event delivery.
- Develop process documentation, user guides, and operational resources to improve execution consistency, knowledge transfer, and team readiness, improving process adoption across 5 internal teams.
- Produce customer-facing equipment literature, product documentation, and implementation support materials in collaboration with Engineering, Product Management, Sales, and Customer Care, while reviewing training content for a customer-facing learning platform designed to improve customer adoption, workforce training, and employee retention within bakery operations.

Digital Marketing Manager - Functional Focus: Customer Implementation & Onboarding Coordination

AgilQuest | Richmond, VA | March 2017 – April 2019

- Developed onboarding documentation, implementation checklists, knowledge-base articles, and customer journey guides supporting 7-12 SaaS customer onboarding engagements per quarter, improving customer readiness, platform adoption, and onboarding consistency.
- Partnered with Service Delivery to support multiple concurrent SaaS customer implementations by facilitating implementation communications, onboarding activities, and customer-facing deliverables that promoted a consistent implementation experience.
- Served as the primary liaison between internal teams and customers by managing implementation communications, communicating onboarding expectations, and supporting customers through transition to ongoing support.
- Collaborated with Service Delivery, Product, and Marketing to align onboarding materials, implementation resources, and customer communications with implementation milestones and operational priorities.
- Managed customer-facing implementation resources, website content, product tour videos, and lifecycle communications supporting onboarding, customer adoption, and implementation activities throughout the customer lifecycle.
- Evaluated customer feedback during onboarding and platform adoption to improve implementation documentation, strengthen customer communications, and support more consistent implementation execution.

Media Specialist - Functional Focus: Training & Operational Communications Support

Virginia Employment Commission | Richmond, VA | August 2011 – March 2017

- Developed customer-facing and internal documentation by translating complex agency information into standardized process guides and operational resources, collaborating with the Communications Office, Commissioner's Office, and agency leadership to standardize documentation and operational communications across four business units.
- Reviewed customer communication workflows and partnered with cross-functional stakeholders to improve documentation standards, increase content publishing efficiency by 15%, strengthen execution consistency, and support standardized operations across multiple departments.
- Produced approximately 25 internal and customer-facing training videos and educational resources by partnering with technical trainers and program stakeholders to support onboarding across three departments, employee knowledge transfer, and veterans outreach initiatives.

Process Engineer / Event Producer - Functional Focus: Implementation & Client Operations Coordination

PrecisionIR | July 2006 – October 2008

- Led client onboarding as the primary customer contact, guiding customers through implementation requirements while planning production timelines, milestones, vendor activities, and cross-functional tasks to ensure webcast go-live readiness.
- Managed onboarding, training, process documentation, weekly scheduling, and ongoing operational support for a rotating team of 10–15 remote webcast technicians as the primary operational point of contact.
- Identified and implemented improvements to customer onboarding, webcast scheduling, and pre-event readiness workflows, standardizing execution across 10–15 remote technicians to reduce event preparation time by 10% and support on-time delivery across approximately 35 live webcast events per quarter.

EARLY CAREER EXPERIENCE

Senior Production Specialist – Live Operations & Production Coordination | WWBT NBC12 | 2005–2007

Managed live broadcast operations by directing approximately 60 live newscasts, coordinating cross-functional production teams, and resolving real-time operational issues to ensure on-time program delivery in a deadline-driven environment.

Banking Specialist – Customer Service & Client Support Operations | Bank of America | 2004–2006

Supported customers in a high-volume retail banking environment by resolving service requests, educating clients on banking products and self-service tools, and delivering accurate, efficient customer service.

EDUCATION

Le Moyne College — B.A. in English, Concentration in Communications

Academy of Art University — Graduate Coursework, Visual Communications, Multimedia Production

LANGUAGES

English (Native) · Spanish (Heritage)