

JENNIFER HOWE

Enterprise Program Management & Delivery Leader

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EXECUTIVE SUMMARY

Enterprise program leader who takes complex, high-stakes initiatives from kickoff through delivery. I stood up Ascent's IT Program Management Office and now govern the company's largest cross-functional programs, including a multi-platform system consolidation and a European market expansion that span multiple workstreams, offices, and executive stakeholders. My strength is program governance and delivery: master plans, steering committees, risk registers, dependency and milestone tracking, and the executive communication that keeps sponsors aligned when priorities compete. I lead and coach cross-functional delivery teams, own the metrics that define success, and bring structure and momentum to ambiguous work. I partner directly with the executive leadership team and board liaisons on a \$10M+ portfolio, and chair the company's AI Governance Council.

CORE COMPETENCIES

Enterprise Program & Delivery Leadership • Multi-Workstream Program Governance • Risk, Dependency & Milestone Management • Executive & Stakeholder Communication • Cross-Functional Team Leadership • Steering Committees & Operating Cadence • Enterprise Platform Rollout & Adoption • Capacity & Resource Planning • Delivery Outcomes & Business-Value Metrics

PROFESSIONAL EXPERIENCE

Director, Program Management Office (PMO)

2024 – Present

Ascent Global Logistics, IT | Belleville, MI (remote) | Reporting to the CTO

Program Leadership & Team

- Stood up Ascent's IT PMO from a standing start in 2024, chartering the function, building the team, and defining how technology work gets requested, governed, and delivered across the organization. No formal intake or governance existed before.
- Brought Program Managers, Product Managers, UI/UX, Business Analysts, QA/UAT, and Scrum Masters under one accountability structure, replacing role-by-role reporting with a single delivery organization. Manage a multi-discipline team with several people-leaders reporting in.
- Built the talent foundation, including role definitions, competency expectations, and coaching frameworks, then led the change effort to move teams that had worked ad hoc for years onto shared standards and cadences.

Delivery Governance & Operating Cadence

- Designed and rolled out standardized delivery governance across all teams, anchored by a delivery framework that defines the lifecycle, quality gates, and milestone and dependency tracking, bringing repeatability and predictability to how programs ship.
- Launched a single intake form that became one front door for all IT work, replacing scattered email, chat, and direct-ask channels with one tracked system of record. More than 100 requests came through in the first four months.
- Authored the program governance model, business-case and status templates, and a risk and escalation policy that gives every initiative a clear path for surfacing blockers, escalating risks, and keeping delivery on track.

Cross-Functional Delivery & Executive Partnership

- Chair a standing steering committee of business executives from across the organization (Finance, Operations, Marketing, IT, Legal, HR) that reviews program health, prioritizes competing initiatives, and makes go/no-go and trade-off calls, reporting out to the C-suite and running the operating cadence for the portfolio.
- Govern a \$10M+ portfolio within a \$30M IT budget; own intake, prioritization, capital allocation, and benefits realization in partnership with the executive leadership team, and built the capacity-planning model that drives resourcing decisions and feeds Finance monthly.

- Own the organization's largest cross-functional programs, including a multi-platform system consolidation and a European market expansion, running the master plan across data migration, integration, training, and phased rollout to multiple offices while operations continue uninterrupted.
- Established weekly executive status reporting, steering reviews, and self-service dashboards that track scope, schedule, budget, risk, and milestones, keeping sponsors and executives aligned as priorities shift.

AI Leadership & Enterprise Transformation

- Created and chair the enterprise AI Governance Council, a cross-functional body with ambassadors from IT, Finance, Operations, Commercial, and Human Capital that owns AI policy, acceptable use, tool approval, and quarterly AI-posture reporting to the executive team.
- Led AI readiness and enablement across the PMO and IT, building literacy and adoption while introducing AI into portfolio visibility and predictive risk management, and setting the guardrails for safe, secure use.
- Designing an AI-augmented delivery operating model that builds AI into how work is planned, delivered, and reported, and shaping the Enterprise Transformation Office that extends the function from project reporting to driving enterprise-wide change.

Sr. Manager, Product Strategy & UX

2019 – 2024

Ascent Global Logistics | Downers Grove, IL (remote)

- Product Management Foundations: Introduced formal Product Management to Ascent's digital portfolio for the first time, establishing the systems, cadences, and stakeholder product planning that unified product strategy across business units and replaced ad-hoc requests with outcomes-tied roadmaps.
- Design Practice & Team Building: Scaled the design function from a one-person operation into a cross-functional team, establishing the standards, research processes, and design ops embedded across the organization today.
- Unified Cross-Product Design System: Stood up Ascent's first cross-product design system, replacing fragmented per-product UI with a coherent component library and visual language across the digital portfolio.
- Product Portfolio Delivery: Partnered with the CTO, Engineering, and Marketing to take multiple products from concept to market, aligning roadmaps to measurable business outcomes.

Lead Designer

2016 – 2019

Ascent Global Logistics | Downers Grove, IL

- Established the company's first UI/UX practice, creating design standards, component patterns, and research processes that scaled with the organization.
- Built a centralized marketing and branding hub and redesigned the company website grounded in user research and business growth goals.

Marketing & Design Lead

2014 – 2016

Saunders Manufacturing | Readfield, ME

- Led graphic and visual design for the company, establishing brand identity across print, digital, and product marketing channels.
- Designed and developed the company website using customer research and UX methodologies, with market research foundations that later shaped product strategy and stakeholder-driven decision making.

Community Outreach Manager

1998 – 2014

Sexual Assault Crisis and Support Center | Maine

- Led the full lifecycle of community outreach programs over nearly 16 years: planning, stakeholder engagement, team leadership, execution, tracking, and reporting.
- Built the organization's technical and IT systems, and created an internship program and multiple other community programs from the ground up.
- Led full RFP through implementation for the nonprofit's statistics database, the organization's first end-to-end technology procurement project.
- Wrote successful grant applications, building the analytical case-making skills that translate to business case development and executive sponsorship.

BOARD SERVICE & VOLUNTEERING

President, Board of Directors

2014 – 2019

Kennebec Valley Humane Society, Maine

- Led the board through governance, fundraising, and strategic planning for a regional nonprofit.
- Kicked off and led the planning for an \$8M capital project to build a new facility.

Technology Volunteer

2014 – Present

Kennebec Valley Humane Society, Maine

- Provide ongoing technology support for the organization, troubleshooting systems and helping staff get the most from their tools.
- Designed, built, and maintain the organization's website.
- Manage the donor CRM, handling technical administration, configuration, and data integrity.

EDUCATION & CERTIFICATIONS

Women in Leadership: Emerging CIO Certification | Irvine Technology Corporation | 2026

Agile Foundations Certificate | HSG Consulting LLC | 2018

Bachelor of Arts, Social Science (Psychology) | 2004