# City of Seattle Boards & Commissions Notice of Appointment

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|---|---|---|
| **Appointee Name:** <br> *Emilie Y. Szeto* | | |
| **Board/Commission Name**: <br> *Seattle Pedestrian Advisory Board* | | **Position Title:** <br> *Member (Position 8)* |
| ☒ **Appointment** *OR* ☐ **Reappointment** | **City Council Confirmation required?** <br> ☒ Yes <br> ☐ No | |
| **Appointing Authority:** <br> ☐ City Council <br> ☒ Mayor <br> ☐ Other | **Term of Position: *** <br> 4/1/2022 <br> **to** <br> 3/31/2024 <br><br> ☐ *Serving remaining term of a vacant position* | |
| **Residential Neighborhood:** <br> *Rainier Valley* | **Zip Code:** <br> *98108* | **Contact Phone No.:** <br> ▮▮▮▮▮▮ |
| **Background:** <br> *Emilie has been a resident of Seattle since 2006 and living in the Columbia City neighborhood for the past 13 years. She is interested in representing her neighbors & community while serving on the SPAB. Emilie is a finance program manager at Microsoft and has been involved in neighborhood advocacy, including receiving Department of Neighborhoods grants that improved pedestrian & traffic safety by installing speed humps on Columbian Way & South Oregon Street.* | | |
| **Authorizing Signature (original signature):** <br><br> *Bruce A. Harrell* <br><br> **Date Signed (appointed):** 7/12/2022 | **Appointing Signatory:** <br> *Bruce A. Harrell* <br><br> *Mayor of Seattle* | |

*\*Term begin and end date is fixed and tied to the position and not the appointment date.*

# Emilie Y. Szeto, MBA

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## Profile

Experienced, process improvement-driven Finance program manager exceptionally skilled at effectively leveraging organizational processes, resources and core competencies to help meet key business needs and drive effective solutions. Examples of accomplishments include:

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| **Results-Driven Progress** | Boosted organization-wide compliance from 57% to 86% in 2 months by creating and employing gap analysis tools that provided real-time performance feedback |
| **Organizational Leadership** | Partnered with 9 business-critical units across 7 locations to ensure alignment and shared understanding across 500+ stakeholders |
| **Metrics-Driven Decision Making** | Translated qualitative data into improvement analytics that supported the business case, which included eliminating 50% of workflow bottlenecks and instituting tighter controls of the organization's $1.6B in operating expenses |
| **Business Process Excellence** | Shrank a department's operating costs by 86% over an 8-month span after redesigning process workflows that previously hindered operational capabilities |
| **Effective Time Management** | Constructed, tested, and deployed a novel line of business for a Fortune 500 Company that grew from $0 to $4.3M in 6 months |

## Work Experience

**Microsoft Corporation**                                                            Redmond, WA
**Technical Project Manager**                                                        2021 to present
*Oversee 10 teams consisting of 38 data engineers & financial analysts across the financial reporting workflow, to help drive key Consumer Business decisions for Microsoft Finance on a global level.*
- Leverage Agile methodologies & Scrum tools to streamline and expedite completion of work requests, from solutions roadmapping through post-implementation review & support
- Drive continuous process improvements to ensure timely, best-in-class delivery of key financial tools, durable capabilities & overall user experience
- Accomplish KPIs by providing incremental efficiency reporting of programs & collaborating with senior leadership to continuously integrate change management practices that further drive successful results

**Launch Consulting Group**                                                          Bellevue, WA
**Program Management Consultant (Microsoft Commercial FD&E)**                         2020 to 2021
**Project Management Consultant (Microsoft Commercial CFP&A)**                        2018 to 2020
*Managed a 20-person v-team of data analysts who built and delivered robust reporting solutions that provided key insights into the financial health of Microsoft's global commercial business segments.*
- Continuously created value by aligning 1,500 monthly capacity hours with prioritized backlogs to deliver reporting solutions on time, while upholding 99% quality and accuracy standards
- Orchestrated 24/5 support across time zones to ensure timely, accurate delivery of weekly Flash reports to the CEO and CFO, thereby enabling them to make sound, timely business decisions
- Ensured reporting solutions match requirements by partnering closely with teams to understand their business needs and collaborating with data teams to seamlessly incorporate technical specifications across the 87-report portfolio
- Regularly consulted with Consumer Finance counterparts to align on best practices

**International Community Health Services**                                  Seattle, WA
**Compliance Project Manager**                                              2017 to 2018
*Managed a 4-person team responsible for achieving re-accreditation, the project's mandatory objective necessary for the organization to receive $4.2MM in annual funding and drive 45% of revenue.*
- Developed a risk management dashboard that streamlined maintenance of 400+ vendors and 1,200+ documents into one solution
- Led 26 risk assessments and 5 on-site training programs in a 3-month window that standardized regulatory compliance knowledge and institutionalized individual-level accountability
- Collaborated with the Quality Improvement team and leveraged change management methodologies to overhaul the organization's risk and incident reporting system
- Saved 29% in budgeted project costs by successfully orchestrating an aggressive timeline that met its objectives 2 months ahead of schedule

**Valley Medical Center**                                                   Renton, WA
**Finance Process Improvement Consultant**                                  2016
*Partnered with a 17-person team across the Finance and Procurement departments to create and refine tighter financial systems that manage $1.6B in operating expenses.*
- Collaborated with the CFO to determine an action plan by executing a new end-to-end workflow system that aligned business needs with enterprise-wide financial priorities - this eliminated 50% of vendor credit holds within 3 months
- Led process improvement evangelization sessions that trained business leaders how to use solutions and tools that enable efficiencies within their respective areas
- Leveraged qualitative data and evaluated current state workflow process maps to highlight cross-departmental process improvement opportunities and justify revised operational goals
- Saved $12K in payroll costs by implementing revised workflow systems one week ahead of schedule

**Starbucks Corporation**                                                   Seattle, WA
**Business Development Consultant**                                         2014 to 2015
*Led a 7-member analytics team that pioneered development and execution of an innovative $4.3MM business venture, which received executive-level recognition at Starbucks' 2015 shareholder meeting.*
- Conducted multiple rounds of data collection and testing to determine system inefficiencies
- Effectively gathered requirements from key business partners and leveraged analytics insights to drive development of the new business solution
- Augmented sales by 225% by administering optimal marketing tactics that successfully shifted consumer behavior and simultaneously matched consumer demand
- Transformed data outcomes derived from iterative testing into an automated process system that exceeded production level expectations by 112% without compromising quality nor increasing costs

**The Polyclinic**                                                          Seattle, WA
**Business Process Management Consultant**                                  2014 to 2015
*Directed 2 continuous improvement projects, from conception to evaluation, that enhanced the quality and timely delivery of core healthcare services.*
- Prioritized, evaluated, and implemented a revised workflow system that increased production capacity by 119%, boosted staff productivity by 125%, and generated $1.2MM in new net revenue
- Eliminated 62% of systemic defects and 24% of process errors by overseeing solution implementation from inception and testing through full deployment
- Decreased annual write-offs by $444K, avoided an additional $134K in potential write-offs, and reduced lead time by 25% by streamlining processes and removing variations created by workarounds

## Education & Certification

**University of Washington - Master of Business Administration (MBA)**          2015
**San Jose State University - Bachelor of International Business Management (BS)**   2006

# Seattle Pedestrian Advisory Board

12 Members: Pursuant to Resolution 29532 and Ordinance 120325, all members subject to City Council confirmation, 2-year terms, Get Engaged Member, 1-year term:

- 7     Mayor- appointed
- 5     City Council - appointed

## Roster:

| *D | **G | RD | Position No. | Position Title | Name | Term Begin Date | Term End Date | Term # | Appointed By |
|----|-----|----|----|----|----|----|----|----|----|
| 6 | F | 6 | 1. | Member | Fallon Boyle | 4/1/22 | 3/31/24 | 1 | City Council |
| 6 | M | 4 | 2. | Member | David L. Frantz | 4/1/21 | 3/31/23 | 1 | City Council |
| 6 | M | 5 | 3. | Member | Wes Mills | 4/1/22 | 3/31/24 | 1 | City Council |
| 6 | F | 7 | 4. | Member | Chelsea Morrison | 4/1/21 | 3/31/23 | 1 | City Council |
| 3 | F | 3 | 5. | Member | Natasha Riveron | 4/1/21 | 3/31/23 | 1 | City Council |
| 6 | F | 7 | 6. | Member | Emily D. Davis | 4/1/22 | 3/31/24 | 2 | Mayor |
| 6 | F | 2 | 7. | Member | Erin Fitzpatrick | 4/1/21 | 3/31/23 | 1 | Mayor |
| 1 | F | 2 | 8. | Member | Emilie Y. Szeto | 4/1/22 | 3/31/24 | 1 | Mayor |
| 6 | O | 3 | 9. | Member | Christopher A. Grgich | 4/1/22 | 3/31/24 | 1 | Mayor |
| 6 | F | 5 | 10. | Member | Maria Sumner | 4/1/21 | 3/31/23 | 1 | Mayor |
| 1 | M | 7 | 11. | Member | Rohit Ammanamanchi | 4/1/22 | 3/31/24 | 1 | Mayor |
|  |  | 3 | 12. | Get Engaged Member | David Flasterstein | 9/1/21 | 8/31/22 | 1 | Mayor |

## SELF-IDENTIFIED DIVERSITY CHART

|  | Male | Female | Transgender | NB/O/U | (1) Asian | (2) Black/ African American | (3) Hispanic/ Latino | (4) American Indian/ Alaska Native | (5) Other | (6) Caucasian/ Non-Hispanic | (7) Pacific Islander | (8) Middle Eastern | (9) Multiracial |
|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Mayor | 1 | 4 |  | 1 | 2 |  |  |  |  | 4 |  |  |  |
| Council | 2 | 3 |  |  |  |  | 1 |  |  | 4 |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total | 3 | 7 |  | 1 | 2 |  | 1 |  |  | 8 |  |  |  |

Key:

- **\*D**    List the corresponding *Diversity Chart* number (1 through 9)
- **\*\*G**    List *gender*, **M**= Male, **F**= Female, **T**= Transgender, **NB**= Non-Binary, **O**= Other, **U**= Unknown
- **RD**    Residential Council District number 1 through 7 or N/A

*Diversity information is self-identified and is voluntary.*