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Lia Summers

Constituent Information

Name	Lia Summers	Contact Record Type	Applicant
Middle Initial		Account Name	
Title		Status	
Council District	1	Gender	Female
# of Board Memberships	0	Ethnicity	White/Caucasian
Qualifications	I was the City lead on the Cultural Core master planning work, and co-lead the Cultural Core contract for its first year. I am well versed in the initiative's history, its scope and implementation activities.		
Member Id		Comments	
		Other	

Contact Information

Send mail to		Mobile	
Home Phone	[REDACTED]	Other Phone	
Phone		Business Phone	
Fax		Business Fax	
Email	[REDACTED]	Business Email	
Mailing Address	[REDACTED]	Other Address	[REDACTED]
Created By	Boards and Commissions Liaison, 11/13/2018 3:49 PM	Last Modified By	Boards and Commissions Liaison, 11/13/2018 3:49 PM
Description			

Activity History

Email: Application Successfully Submitted

Related To	APP00004306
Task	<input checked="" type="checkbox"/>
Due Date	11/13/2018
Assigned To	Boards and Commissions Liaison
Last Modified Date/Time	11/13/2018 3:49 PM
Comments	<p>To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment: --none--</p> <p>Subject: Application Successfully Submitted</p> <p>Body:</p> <p>Thank you for your submission. We appreciate your interest in Salt Lake County's Boards and Commissions process. We have received your application and are submitting it for review and consideration to the appropriate board coordinator. We will be in contact with you shortly for the next steps involved in the selection process. If you are selected for an interview, you can expect a phone call from the Board Coordinator.</p>

Thank you, again, for your interest in serving. We do appreciate the time you invested in this application.

Regards,

Salt Lake County Boards & Commissions

boards@slco.org

Applications

APP00004306

Board	Cultural Core Budget Advisory Committee
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Date	11/13/2018
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Notes & Attachments

Lia Summers resume_11.18 (1).docx

Type	Attachment
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Last Modified	Boards and Commissions Liaison
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Description	
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View file

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M. Lia Summers

Project & Program Manager

High-achieving and resourceful Project Manager with over eight years of leadership experience. Frequently recognized for exemplary ability to interact with clients and stakeholders. Quick learner with a proven record of embracing challenges and proactively seeking opportunities to enhance operations. Enthusiastic collaborator with excellent communication and public speaking skills.

Areas of Expertise & Technical Skills

- Project Management
- Data Analysis & Research
- Business Requirements
- Process Improvement
- Program Development
- Client Experience
- Stakeholder Relationships
- Staff Hiring & Training
- Marketing & Sales Strategy
- Account Management
- Cross-Functional Collaboration
- Microsoft Office Suite

Professional Experience

WESTERN GOVERNORS UNIVERSITY, Salt Lake City, UT

2016 - Present

Project Manager – Academic Programs

Lead a variety of projects through inception and implementation phases under the guidance of the Project Management Office and Academic Vice Presidents.

SALT LAKE CITY CORPORATION, Salt Lake City, UT

2016 - 2018

Senior Policy Adviser & Project Manager

Strengthen relationships with stakeholders, constituents, and arts organizations in order to connect local communities with city government's plans and projects. Oversee largescale government contracts with vendors. Speak and submit ideas on behalf of the Mayor at public events and private stakeholder meetings. Devise strategies for nurturing cultural programs in underserved areas. Coordinate marketing with communications department.

Key Projects:

Cultural Core Initiative/The Blocks Project

- Designed and launched master plan to promote Salt Lake City as an arts district.
- Collaborated with over 200 stakeholders and gathered survey responses from over 2K participants.
- Earned accolades from Deseret News.
- Currently managing contract to carry out project with \$10M investment.

Public Engagement Initiative

- Enlisted three experts and hosted interactive open house with hundreds of constituents in order to determine how to boost cultural engagement in a key part of town.
- Organized far-reaching study to gauge possibility of instituting new cultural facility.

Arts for All Program

- Spearheaded sustainable program that has provided hundreds of low-income citizens with Broadway show tickets.
- Praised by Deseret News and Salt Lake Tribune.

DISCOVER FINANCIAL SERVICES, Salt Lake City & Chicago, UT & IL

2013 - 2016

Lead Analyst, Rapid Cycle Testing, 2014 – 2016

M. Lia Summers

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Intern, Headquarters Development Program – Rewards Marketing: Loyalty Strategies, 2015 – 2015

Account Manager, 2013 – 2014

Led marketing research projects to assess customer responses to marketing messages and Discover card features, examining over 500 customer contact records per week. Solidified project goals and requirements together with internal business partners. Directed over 15 employees, mentoring and giving feedback to Senior Agents.

Key Achievements:

- Proposed call strategy that would reduce each call by 25 seconds without raising number of customer call-backs.
- Suggested discontinuing promotional offer after discovering through survey of 500 customers that a quarter of them did not fully understand the offer.
- Scrutinized over 500 customer retention phone calls, arranged two focus groups with Retention Call Center Agents, and concluded that APR promotions should be more available, specific benefits such as FICO credit scores were less effective, and Agents should pose more open-ended questions to comprehend customers' needs.
- Provided recommendations as **Intern** in a highly selective six-month program that lowered vendor on-boarding time by one-to-four months from 18 months.
- As **Account Manager**, received six Best in Class Awards and promotion from general customer service team to elite team after four months.

CHALK GARDEN CO-OP, Salt Lake City, UT

2013 - 2013

Sales Associate

Fortified relationships with dozens of clients as part of personalized shopping service. Utilized knowledge of over 50 designer brands to effectively suggest which products to re-order and discontinue.

LOLABELLA BOUTIQUE, Salt Lake City, UT

2010 - 2013

Assistant Manager

Hired and trained dozens of employees. Monitored thousands of inventory items. Attended to inventory loss issues and customer concerns.

Education & Training

Bachelor of Science in Psychology, Concentration in Film Studies

University of Utah, Salt Lake City, UT

Professional Development

Change Leader Institute at Utah Department of Heritage and Arts

Franklin Covey Project Management Course

Franklin Covey Time Management Course

Franklin Covey Crucial Conversations Course

Volunteer Work

Adoption Event Volunteer, Community Animal Welfare Society (CAWS) (2018 – Present)

Community Events Committee Member, Young Professionals Salt Lake City (2017 – Present)



Board Appointment Approval

Ben McAdams

Salt Lake County Mayor

Erin Litvack

Deputy Mayor, County Services

Rick Graham

Deputy Mayor, Operations

Karen Hale

Deputy Mayor, Community
& External Affairs

Darrin Casper

Deputy Mayor, Finance
& Administration

On the 11th day of December 2018 the Salt Lake County Council consents to the appointment of Ms. Lia Summers as a member of the *Cultural Core Budget Advisory Committee*.

Her first, three-year term will begin December 11, 2018 and end December 10, 2021.

Salt Lake County Council

Aimee Winder Newton
Chair, Salt Lake County Council

Attest:

Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.