

JENNIFER THARP

Executive Leader | Operations & Digital Transformation | Privacy & Security
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EXECUTIVE PROFILE

Technology executive with 25+ years leading global operations, product development, and digital transformation for Fortune 500 companies, government organizations, and high-growth technology firms. Proven track record building world-class teams, scaling operations across multinational environments, and driving innovation in privacy-first, user-centric products and services. Deep expertise in supply chain optimization, operational excellence, data privacy, security, and sustainable business practices. Known for creating customer-obsessed cultures that deliver breakthrough products while maintaining operational discipline.

EXECUTIVE LEADERSHIP EXPERIENCE

MASTODON CONSULTING • San Francisco, CA

President & Founder

2003 – Present

Lead strategic transformations for Fortune 500 companies and high-growth technology firms, focusing on operational excellence, digital innovation, and privacy/security frameworks. Partner with C-suite executives to scale operations, optimize product development cycles, and build customer-centric organizations.

Key Engagements:

PwC Middle East / Saudi Arabia Public Investment Fund (2023-present) Designed operational excellence framework for portfolio of 80+ companies managing \$500B+ in investments. Established best practices for project delivery, resource optimization, and cross-portfolio knowledge sharing. Created incentive programs driving measurable performance improvements across diverse industries.

State of California (2020-2021) Architected Vision 2023 technology roadmap (strategic plan) for the world's 5th largest economy. Led cross-agency collaboration to modernize infrastructure, enhance citizen services, and integrate emerging technologies, supporting 40M residents.

Cisco / OpenDNS (2015-2016) Transformed operations for machine learning-powered cybersecurity platform serving millions of users globally. Built privacy-first architecture and compliance frameworks for global expansion into EMEA and Asia-Pacific markets. Streamlined product development processes, reducing release cycles by 40%.

PG&E (2008-2010) Transformed project delivery for nation's 4th largest utility managing \$1B-\$5B+ capital projects. Implemented enterprise-wide standards, unified reporting, and risk management frameworks across highly regulated, unionized environment. Reduced cost overruns and schedule delays on major infrastructure projects by establishing clear accountability and governance.

Genentech (2003-2005) Revolutionized technology operations for global biopharmaceutical leader in FDA-regulated environment. Identified and resolved critical security vulnerabilities across application, database, network, and physical infrastructure. Developed custom agile methodology accelerating product delivery while maintaining regulatory compliance. Established portfolio management discipline aligning technology investments with R&D and commercial objectives.

eBay / Shopping.com (2005-2006) Transformed engineering operations for e-commerce platform serving millions of daily users. Implemented test automation, capacity planning, and release engineering best practices. Converted reactive, error-prone development into predictable, high-quality delivery engine. Established vendor management framework and SLA accountability structures.

COUNTY OF SANTA CLARA • San Jose, CA

PMO Director

2018 – 2020

Led technology operations for \$9B government organization serving 2 million residents with 20,000+ employees. Directed enterprise portfolio of 200+ concurrent projects across healthcare, public safety, social services, and infrastructure. Full P&L accountability for technology investments and vendor relationships.

COVID-19 Crisis Leadership: Directed emergency technology response as county became U.S. pandemic epicenter. Rapidly scaled telehealth infrastructure, contact tracing systems, and remote work capabilities for essential services. Led acquisition and technology integration of two bankrupt hospitals into county healthcare system, ensuring continuity of care for vulnerable populations.

Operational Excellence: Improved project success rate by 43% through disciplined portfolio management and resource optimization. Accelerated time-to-market by 32% by implementing agile methodologies and design thinking practices. Increased resource utilization by 40% through capacity management and skills-based allocation. Built automated systems reducing manual overhead and increasing transparency.

Strategic Innovation: Developed Smart County strategic plan integrating IoT, advanced analytics, and citizen engagement platforms. Championed open-source principles and data governance frameworks. Built culture of innovation and continuous improvement in traditionally risk-averse, unionized public sector environment.

SLAC NATIONAL ACCELERATOR LABORATORY (U.S. Department of Energy) • Stanford, CA

Head of Project Office

2010 – 2011

Established first enterprise project management discipline for premier particle physics research facility. Transformed technology from cost center to strategic enabler of scientific discovery. Aligned IT investments with mission-critical research objectives. Launched multiple initiatives supporting Nobel Prize-winning research programs.

VODAFONE • Walnut Creek, CA & Bucharest, Romania

Executive Portfolio Manager

2001 – 2003

Led international operations and product launches across wireless telecommunications platforms. Launched Romania's first mobile web platform (WAP, SMS, mobile internet) entirely in Romanian language, bringing internet access to millions for the first time. Managed complex cultural and language localization while maintaining quality and security standards. Rescued critical Verizon Wireless partnership through intensive negotiations, generating \$2.5M annual revenue. Built high-performing multinational teams across Americas and EMEA regions.

TECHNICOLOR (Thomson Consumer Electronics) • Indianapolis, IN

Director, Financial & Technology Operations

1992 – 2000

Full P&L responsibility at \$8B global consumer electronics manufacturer (RCA, GE brands). Pioneered direct-to-consumer digital channel, launching first RCA and GE consumer websites and establishing high-margin sales model in price-sensitive industry. Created inventory financing operation reducing annual costs by \$5M. Led cross-functional initiatives across manufacturing, supply chain, marketing, finance, and technology. Drove product development cycles for consumer electronics serving millions of households globally.

BOARD & GOVERNANCE EXPERIENCE

Project Management Institute (PMI) - Board Chair, Compensation Committee Chair, Audit Committee Chair (2014-2024). Led \$300M global organization through digital transformation, CEO succession, and organizational restructuring. Established enterprise risk management, enhanced financial controls, and drove diversity initiatives.

Additional Service: Association for Strategic Planning (Operations Chair), Palo Alto Community Federal Credit Union (Audit Chair)

EDUCATION & RECOGNITION

Indiana Wesleyan University BS, Business Administration (Summa Cum Laude)

Professional: PMI Fellow (2025) • IoD Chartered Director • NACD Board Leadership Fellow • SEC Qualified Financial Expert • PMP

Published Author: "Sustainability Integration for Effective Project Management" (IGI Global, 2013)

Global Speaker: Keynote presentations on six continents covering operational excellence, privacy, security, and sustainability • UC Berkeley Adjunct Professor