

# Piper Gaul

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## Program and Operations Professional

A project, program, and operations manager with over four years of experience in high-profile healthcare and emergency management roles. Proficient in Spanish with fluency in English. Seeking a position that allows me to cultivate my leadership skills while bringing people together. Currently studying for the PMP exam.

### WORK EXPERIENCE

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#### NIGHTINGALE VETERINARY PARTNERS | 04/2025 - Present

##### Junior Project Manager

- Led the launch of new veterinary hospitals across the East Coast, overseeing real estate selection, vendor procurement, and construction processes using Procore and Confluence
- Developed a custom GPT with OpenAI for market research, enhancing decision-making for executives and stakeholders
- Created comprehensive profit and loss models for specialty hospitals, resulting in an increase in informed decision-making for future projects in the next 2 years.

#### NYC HEALTH + HOSPITALS | 08/2023 - 04/2025

##### Program Manager

- Managed a family Humanitarian Relief and Respite Center (HERRC) refugee shelter containing up to 150 staff members and 1000 guests at a time
- Led strategic planning sessions that integrated Scrum and Agile methodologies and reported updates to NYC leadership, resulting in an increase in team productivity and morale within one month

##### Program Supervisor

- Facilitated the resettlement of 200+ refugee families into HERRC centers using Salesforce
- Supervised 11 teams of vendors at various HERRCs across the city, managing concerns of up to 2500 guests and stakeholders in both English and Spanish

#### THE WALT DISNEY COMPANY | 07/2021 - 05/2023

##### Health and Safety Operations Supervisor

- Monitored and controlled department costs, maintaining budget compliance through Excel and CashET and ensuring payroll accuracy for all department staff with EP SmartTime
- Hired and supervised a team of 20 assistants on the TV productions *Only Murders in the Building* and *Up Here*, ensuring compliance with COVID-19 protocols and improving team communication through Slack

##### Lead Health and Safety Operations Assistant

- Lead department interactions with a total of 1000+ crew members and high-profile talent to ensure they were comfortable with PPE usage during the COVID-19 pandemic
- Collaborated with the COVID-19 testing team to enhance testing efficiency for *Only Murders in the Building*

##### Health and Safety Operations Assistant

- Streamlined inventory management processes for PPE for the production *Olga Dies Dreaming*, ensuring 100% compliance with safety regulations and improving operational efficiency

#### APPLE TV+ | 01/2021 - 06/2021

##### Health and Safety Operations Assistant

- Facilitated daily COVID-19 testing events comprised of 400 crew members, resulting in a faster and more efficient testing process

## EDUCATION

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### **MASTER OF ARTS IN SCREENWRITING**

London Film School

### **BACHELOR OF ARTS IN WRITING**

Florida State University | GPA: Cum Laude

Minor in Spanish

### **BACHELOR OF ARTS IN THEATRE**

Florida State University | GPA: Cum Laude

Minor in Italian

## CERTIFICATIONS

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### **PROJECT MANAGEMENT FUNDAMENTALS**

LearnKartS

### **SEARCH ENGINE OPTIMIZATION (SEO)**

Hubspot

### **TEACHING ENGLISH AS A FOREIGN LANGUAGE (TEFL) LEVEL 5**

The TEFL Org

## SKILLS

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**Languages:** English, Spanish

**Methodologies:** Agile, Scrum, Waterfall

**Software:** Adobe Premiere Elements, Airtable, Avid, Concur, Confluence, Dropbox, EP SmartStart, EP SmartTime, Excel, Final Draft, Flowise AI, Google Workspace, Jira, Microsoft Office Suite, Microsoft Teams, OpenAI, Procore, QLab, Salesforce, Slack, Trello, Zapier