

# EMILY IGAWA

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## PROFESSIONAL SNAPSHOT

Experienced project and operations manager with a strong focus on communication. Demonstrated track record of successfully leading and overseeing projects with hard deadlines in an agency-like setting, utilizing process optimization and organizational skills to achieve outstanding results.

## SKILLS

- Project Management Software including Asana, Airtable, and Smartsheet
- Budgeting
- Microsoft 365 including Excel, Word, & Outlook
- Adobe Creative Suite
- Google Suite & Miro
- Presentation Speaking
- Scheduling
- Document Creation
- Research

## EXPERIENCE

### Workload Project Specialist | NIKE | Remote

OCT 2024 – MAY 2025

- Researched how projects were being managed using existing tools and methodologies and presented a comprehensive change management plan for adopting Airtable as the primary project tracking tool.
- Led multiple meetings with the intended end-users to determine what information needed to be captured, identify what could be automated, and led training on best practices when implementing the new system.
- Created documents for reference on how to use and modify the unique Airtable bases.
- Increased efficiency for the footwear production design team by reducing time spent in manually updating status and inputting projects by 60%.

### Design Operations Manager | NIKE | Beaverton, OR

OCT 2022 – OCT 2024

- Managed overlapping design projects for the design teams of several Global Sports Apparel dimensions with strict deadlines and shifting priorities.
- Negotiated design timelines, clarified meeting expectations, maintained calendar dates in Smartsheet, led weekly meetings with staff and leadership to assess project progress and communicate risks.
- Documented every design-owned gate in the apparel creation process for clarification on inputs, roles, responsibilities, and outcomes, leading to more productive meetings and an overall reduction in emails.
- Identified potential areas of improvement and facilitated project team discussions to capture opportunities.
- Implemented process improvements to enhance collaboration and efficiency within working teams, clarifying roles and responsibilities and establishing a new process to formalize design concept validation.
- Introduced teambuilding activities to increase engagement across functional departments and saw an increase in project team's participation in annual team event by 40%.
- Coordinated a cross-sport design project from concept to creation, including photoshoot management, vendor sourcing, optimizing training opportunities, and facilitating cross-functional partner support.

### Project Manager of Nike Live Accounts | Culminate | Portland, OR

MAY 2021 – OCT 2022

- Executed design projects by acting as primary contact for client stakeholders, internal designers, and external vendor teams.
- Crafted briefs for internal design team, reviewed work for accuracy, presented deliverables to clients, and communicated feedback for revisions.
- Managed budgets up to \$300,000 and developed custom schedules for national graphic roll-outs across 27 retail locations, partnering with 12 teams and managing up to six concurrent projects.
- Completed 65 projects on time and within budget in first year of managing projects from a remote office without direct supervision.

### **Production Graphic Designer | Culminate | Portland, OR**

APR 2016 – APR 2021

- Led design projects and delegated tasks to team members, ensuring compliance with workback schedules and creative briefs.
- Generated to do lists for each member of the graphic design team, simplifying large design project requests into actionable tasks delegated based upon the individual strengths and experience of the design members against the timeframe allotted.
- Adapted and enhanced content design for retail environment with tight production deadlines, creating 3D renders in Trimble SketchUp and creating print-ready files in Adobe Illustrator and InDesign.
- Reviewed site surveys, architectural drawings, and engineering drawings for proper graphic sizes and notified Project Manager of missing dimensions or specs to complete our portion of the project.
- Processed images and vector files for our workflow, created print-ready PDFs for a variety of materials with proper color and file management, and adjusted working files from outside agencies for printability.

### **Graphic Designer | Hawes Financial Group | Vancouver, WA**

MAY 2015 – APR 2016

- Collaborated in the development of comprehensive marketing plans and created impactful graphics for print and digital advertisements, RFP's, case studies, trade shows, and direct mailers.
- Analyzed and identified key performance indicators for email marketing campaigns, tracking and reporting results in SuiteCRM and Excel spreadsheets for internal business partners.
- Uploaded news content to Joomla and Drupal websites, customizing the CSS for responsive design of Joomla templates and providing text alternatives to non-text content for increased accessibility & SEO.

### **Marketing Specialist | Couvapalooza | Vancouver, WA**

MAY 2013 – MAY 2015

- Drafted press releases, vendor applications, informational packets for volunteers, and advertisement packages in Microsoft Word for a not-for-profit, one day, musical charity event.
- First point of contact via email, social media, and phone calls for the private business sponsoring the event and for the charity event itself.
- Redesigned event website in WordPress, expanded social media strategy to include seven additional platforms, and implemented prize giveaway strategies to increase engagement.

### **Content Specialist | Association of Pacific West Quilters | Remote**

FEB 2012 – AUG 2014

- Conceptualized and designed promotional event materials in the form of print and digital advertisements, bookmarks, brochures, posters, program covers, and organization's website.
- Oversaw a team of 30 volunteers and managed registration for a three-day event with 6,000+ attendees, troubleshooting any discrepancies or billing questions on-site with accuracy, urgency, and respect.
- Proofread and edited content for accuracy, clarity, consistency, and grammar.

## **CERTIFICATIONS**

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|---|----------|--------------------------------------|----------|
| • Certified Associate in Project Management (CAPM)® | Nov 2025 | • Asana Workflow Specialist          | Oct 2025 |
|   |          | • Six Sigma White Belt Certification | Oct 2025 |

## **EDUCATION**

Bachelor of Arts in Digital Technology & Culture, focus in Multimedia Authoring | Washington State University

- Awarded the Pacemaker by the Associate Collegiate Press in January 2013 for design of student newspaper's website.

Associates Direct Transfer Degree to WA State 4-Year program, focus in Biology | Lower Community College

- Member of Speech & Debate team, winning Bronze Awards issued by Phi Rho Pi at national competition for outstanding individual performance in Extemporaneous, Informative, and Impromptu Speaking.

## **HOBBIES & INTERESTS**

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|---|--|
| • Creating spreadsheets for everything in my life | • Innovative teambuilding moments      |
| • Tabletop Role Playing Games                     | • Storytelling, fiction and nonfiction |
| • Managing a bi-annual geek retreat               | • Tailoring processes to teams         |