

# Amber L Garcia

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I build the operating foundation that lets ambitious organizations execute with clarity. My work sits at the intersection of strategy, systems, and people — most often in organizations where complexity, growth, or change have started to slow execution. I bring structure without bureaucracy, strategic partnership without politics, and the kind of organizational clarity that turns a capable team into one that executes.

Particularly effective as a strategic partner to executive leaders navigating growth, transformation, or reinvention — translating strategy into execution, aligning the right people around the real constraint, and staying close enough to the work to ensure momentum sticks.

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## EXPERIENCE

### **Experian Consumer Services, North America | Costa Mesa, CA | 2015 - Present**

*Global data, analytics, and consumer credit reporting company. North America Direct to Consumer division.  
Experian "Elite" Award recipient (Top 2% globally)*

### **Senior Director, Head of Portfolio Delivery & Strategic Transformation | June 2025 - Present**

*Scope: 20+ person department | \$4–5M department budget | 1,500-person org | 45–65 cross-functional teams | eight-figure portfolio across 5 matrixed product domains.*

Lead four interconnected organizational functions spanning portfolio strategy, execution coordination, operating model evolution, and governance.

- Portfolio Management — Create the portfolio-wide line of sight that lets leadership make investment and staffing decisions based on actuals, not assumptions — spanning five product domains and 45–65 cross-functional teams.
- Delivery Orchestration — Restore execution traction across complex cross-functional initiatives by reducing organizational friction, clarifying ownership, and aligning teams around the highest-value priorities.
- Operating Model Evolution & Change Leadership — Lead the organization's shift toward outcome-oriented, AI-augmented ways of working by simplifying processes, improving decision-making, and driving sustainable behavioral change.
- Governance & Structure — Design operating rhythms, governance structures, and leadership reporting that improve prioritization, accelerate decision-making, and increase execution consistency across a complex organization.

### **Senior Director, Strategic Transformation | April 2023 – June 2025**

*Scope: 3+ direct reports | \$600K budget | Enterprise-wide portfolio across a 1,500-person org*

Brought in to reset and rebuild how the organization planned, prioritized, and delivered — inheriting portfolio management, OKR practices, and quarterly planning processes that had grown too heavy for the organization to sustain effectively. Assessed, right-sized, and rebuilt the operating foundation that the organization now runs on.

- Triage & Assessment — Identified execution breakdowns across planning, prioritization, and portfolio delivery; uncovered process complexity and decision friction as key drivers of organizational drag.
- Process Right-Sizing — Redesigned quarterly planning into a lighter-weight, distributed cadence that improved leadership engagement, prioritization quality, and organizational adoption without sacrificing rigor.
- Prioritization & Alignment — Aligned executives around a single prioritized initiative portfolio for the first time, bringing clarity to investment, staffing, and delivery decisions across a highly matrixed organization.
- Operating Model Foundation — Introduced modern operating model and team design principles that

improved ownership clarity, cross-functional coordination, and outcome-oriented execution.

- Execution Momentum — Trusted escalation partner for stalled, high-risk, or politically complex initiatives — restoring clarity, alignment, ownership, and forward momentum across teams.

## **Senior Director / Director, Marketplace Operations | 2018 – 2023**

*Scope: Individual contributor → 3 direct reports | \$400K talent budget | Promoted to Senior Director 2022*

Part of the founding operating team that helped scale Experian Marketplace from proof of concept into an eight-figure, multi-vertical growth business spanning credit cards, personal loans, and insurance partnerships.

- Scaling & Operational Integrity — Built the operating systems, planning structure, and execution discipline needed to scale a fast-growing multi-vertical business while maintaining operational stability and adaptability.
- Business Building & Measurement — Built the operating and measurement infrastructure for a marketplace business that didn't yet have one — aligning fragmented market insights, funnel performance, and partner strategy into a coherent growth model that scaled to eight figures.
- Special Assignment & Triage — Frequently tapped for high-visibility and cross-functional initiatives, including strategic innovation, consultant alignment, NPS improvement, and M&A integration work — bringing structure, alignment, and momentum to ambiguous or fast-moving situations.

## **Senior Agile Project Manager / Program Manager | 2015 – 2018**

Core delivery lead on several of Experian's highest-profile consumer product launches during a period of rapid digital growth and organizational scaling.

- Experian Boost — Program manager and delivery lead for the flagship Experian Boost launch as part of a four-person core leadership team; recognized with North America Product Launch of the Year.
- Consumer Product Delivery — Led cross-functional delivery across major consumer products and mobile app launches, including Experian CreditWorks, supporting growth to more than 1M installs.

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### **EDUCATION & CERTIFICATIONS**

MBA, UCLA Anderson School of Management | 2020  
BS, Organizational Leadership, Biola University | 2010

PMP (Project Management Institute) | 2010-Current • [PROSCI](#) Change Management | 2025 • [Working Genius](#) Facilitator (Patrick Lencioni Model) | 2025

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### **AWARDS**

North America Product Launch of the Year (Experian Boost) | Creating a Better Tomorrow Award  
Experian "Elite" Award (Top 2% globally, 2x) | Rising Women in Technology, Orange County