

Sarah E. Fuentes

Director | Product Manager | Senior Business Analyst

Professional Summary

Results-driven leader with 20+ years of experience in public service, public benefits, and law enforcement technology. Proven track record in Product Management. Creative problem-solver committed to delivering high-quality results in fast-paced environments. Skilled in data, stakeholder engagement, cross-functional collaboration, and process optimization. Experienced in prioritizing requirements, monitoring performance, and implementing scalable solutions to enhance operations. Proficient in risk management, capacity forecasting, and aligning teams with business goals. Builds strong relationships with teams to deliver innovative, efficient solutions to drive continuous improvement.

Core Competencies

- Strategic Project Management & PMO Leadership
- Business Process Analysis & Data-Driven Solutions
- Government Program Delivery & Compliance
- Risk Assessment & Mitigation
- Stakeholder Engagement & Communication
- Technology Implementation & Optimization

Experience

Column Case, Inc. Senior Business Analyst	Lemont, IL Remote 03/2025 – Present
Pulselight Holdings Director, Customer Experience	Austin, TX Remote 03/2023 – 02/2024
City of New York Department of Social Services Assistant Deputy Commissioner	New York, NY Hybrid 07/2019 – 10/2022
City of New York Mayor's Office of Criminal Justice Director, Project Management Office	New York, NY On-Site 05/2018 – 06/2019

City of New York Department of Social Services Director, Analytics	New York, NY On-Site 10/2014 – 04/2018
City of San Antonio San Antonio Police Department Director, Project Management	San Antonio, TX On-Site 01/2011 – 05/2014
Fairfax County Fairfax County Police Department Program Manager, Analytics	Fairfax, VA On-Site 01/2010 – 01/2011
District of Columbia Metropolitan Police Department Senior Analyst	Washington, DC On-Site 10/2004 – 01/2010
Still & Svitchan Associates P.C. Marketing Coordinator	Washington, DC On-Site 08/2002 – 10/2004

Education

Graduation: 05/2002
Southwestern University Georgetown, TX
Major: Psychology
Degree: Bachelor of Arts
Graduation: 08/2004
Marymount University Arlington, VA
Major: Forensic Psychology
Degree: Master of Arts

Skills

Project Management: Agile Development, Portfolio Management, FEDRamp Implementations
Productivity: Atlassian Jira, Confluence, MS SharePoint, Word, Excel, PowerPoint, Access, Adobe,
Data/Statistics: R, SPSS, ESRI ArcGIS, Tableau, Salesforce, SQL queries, Oracle OBIEE
Implementations: Case Management Systems and Technology Solutions for public sector investigations
Executive Administration: Analytics, Contracts, Reporting, Research, Systems
Certifications: Computer Systems Manager; Administrative Staff Analyst NYC Civil Service Exam