

# LOURDES TIGLAO

(b)(6)

## SUMMARY

US Air Force veteran with vast experience managing programs and strategic partnerships. Extensive background in rapidly growing organizations representing a wide breadth of industries such as healthcare, government, operations, nonprofit, and technology sector. Proven track record of developing and executing initiatives to support strategic goals by mobilizing cross-functional teams both within and between organizations to drive results. Deep understanding of how to identify stories that elevate the company's reputation and advance the brand. A problem solver who thrives in ambiguous environments. Seeking to leverage management and partnerships expertise in mission-driven organizations.

## EXPERIENCE

### AIRBNB

2020

#### GLOBAL PARTNERSHIPS MANAGER

SAN FRANCISCO, CA

- Oversaw partner development and account management with private sector and international aid agencies, managing a global team and a portfolio of 70+ partners distributed across six continents
- Implemented semi-annual review process and updated partner guidelines to optimize grant allocation, reducing wasteful spending by 20% within first month
- Overcame government ban on Airbnb hosts by partnering with local hotels to provide rooms for COVID first responders, increasing total inventory in the Philippines by over 30% and non-banned inventory from 6 to 450
- Coordinated COVID response, working with cross functional partners across Marketing, Public Policy, and Engineering providing external partner insights for product development, enabling the team to meet the goal of providing 100k+ nights of lodging for responders across the North & South America, Asia, and Europe
- Refined partnership strategy, decentralizing organizational structure to empower regional coordinators to more effectively drive follow up in priority markets, allowing faster regional coordination between partners and Airbnb
- Drove strategy development and collaboration with Uber to provide housing and transportation for first responders during crisis-response

### TEAM RUBICON

2012-2019

#### STRATEGIC PARTNERSHIPS OFFICER – TEAM RUBICON GLOBAL (TRG)

WASHINGTON, DC

- Selected by TRG's founders to develop their partnership strategy to build relationships with government, non-profit, and private sector partners in the world's 50 most disaster-prone countries and provide guidance for the milestones to 4 global affiliates to fulfill brand licensure agreements
- Developed network analyses, outreach frameworks, milestones, and OKRs that allowed global affiliates to scale local partnerships in 9 countries, facilitating post-disaster country entry within less than 24 hours
- Grew fundraising potential by over 140% by managing expansion of fundraising operations into additional states
- Helped develop grant proposals that combined both quantifiable metrics and compelling narratives that raised \$350K+ in donations
- Advised private sector partners on CSR engagement through employee volunteer engagements resulting in 100+ employee engagements nationwide year over year
- Spokesperson for Team Rubicon across three continents, speaking at global conferences and is an industry advisor to NGOs and government entities, including the Philippine Vice President's office

#### REGIONAL COMMUNICATIONS MANAGER

- Designed and planned Team Rubicon's first traveling gallery and forum in partnership with the Philippine Embassy, which exhibited in Washington, D.C., Chicago, and NYC, engaging over 1,000 viewers
- Trained 250+ volunteers to organize teams, manage workflow, and use data to make informed decisions using Palantir's platform, improving operational efficiency during disaster operations

#### ENGAGEMENT COORDINATOR

- Developed relationships with the Philippine government and U.S. military, resulting in support from 5 aircraft, 50+ Filipino military personnel, and 100+ Filipino volunteers for Team Rubicon-led medical evacuations during Super

Typhoon Haiyan

- Grew regional membership by over 16x and added formal training for volunteers to learn critical disaster relief skills

**NATIONAL PARK FOUNDATION**

**2016-2017**

**MANAGEMENT CONSULTANT**

WASHINGTON, DC

- Established the Veterans in Parks Program which included marketing strategy & campaign, partnership development and stakeholder engagement, & recruiting staff training to increase veteran recruitment & retention
- Built relationships between the customer and external partners and key stakeholders around community engagement, increasing veteran engagement across 40 veteran organizations and military transition departments

**DEPARTMENT OF VETERANS AFFAIRS**

**2015-2017**

**ADVISORY BOARD MEMBER**

WASHINGTON, DC

- Selected as the youngest member of the MyVA Advisory Committee (MVAC) that included the Vice President of Amazon's AWS, a former White House Physician, and the 17<sup>th</sup> U.S. Surgeon General
- Provided federal oversight of VA executive team on MyVA initiative, the largest department-wide transformation in VA history
- Facilitated outreach and buy-in within the veteran community and organizations for MyVA initiatives leading to robust support from over 300 Congressionally chartered and influential veteran service organizations (VSO) nationwide

**UNITED STATES AIR FORCE**

**1996-2007**

**PROJECT MANAGER: CRITICAL CARE MEDICAL ATTENDANT TEAM**

OKINAWA, JAPAN

- Co-founded the first Critical Care Medical Attendant Team (CCMAT), enabling inter-service collaboration between the Navy & Air Force to transport critical patients from Asia to North America, increasing capability by 300%
- Led a team of 12 Airmen and Sailors, managing training, career development, & critical care evacuation operations
- Developed tracking tool to detect blood gas equipment errors, reducing errors by 70%
- Implemented the integration of pulmonary test results into new database network providing access to 100K+ service members' results at military installations globally, reducing time to decisions from 12+ hours to less than 3 hours

**CRITICAL CARE AIR TRANSPORT TEAM MEMBER**

MULTIPLE LOCATIONS

- Established a Critical Care Air Transport Team (CCATT) for remote Philippine island to aid in humanitarian evacuations in coordination with Philippine Air Force Pararescue
- Oversaw and supported US & Philippines Air Force Search & Rescue mock air and sea rescue training simulations increasing medical training readiness simulations by 50% for over 50 pararescue personnel on remote island
- Managed department personnel, maintaining safety and adequate coverage for all areas of responsibility despite 40% staff reduction while overseeing nine cardiopulmonary students' training and competencies

**EDUCATION**

George Washington University

World Executive MBA ((b)(6))

Georgetown University

Graduate Medical Education ((b)(6))

University of Maryland University College

B.S. Psychology ((b)(6))

**OTHER**

- 2020 National Veteran Arts Museum: Board of Directors
- 2018 Center for Strategic and International Studies (CSIS): AILA Leadership Fellow
- 2015 Truman National Security Project: Defense Council Fellow
- Languages: Tagalog