

# LAUREN FILLER

New York, New York | 347-504-5768 | lafiller@panynj.gov

## PROFESSIONAL EXPERIENCES

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### PORT AUTHORITY OF NEW YORK AND NEW JERSEY | OFFICE OF SUSTAINABILITY

*Program Manager, Zero Emission Vehicles*

*October 2023 – Present*

*Senior Project Manager, Vehicle Electrification*

*October 2021 – October 2023*

- Develop and implement a comprehensive strategy to eliminate greenhouse gas emissions associated with vehicles and equipment at Port Authority facilities, including the development of a Zero Emission Vehicle Roadmap.
  - Convert the Port Authority's fleet to zero-emission vehicles in collaboration with the Central Automotive Division and vehicle end users.
  - Advance adoption of third-party owned zero-emission vehicles and equipment that operate at Port Authority facilities in collaboration with Line Departments, tenants, and stakeholders.
- Lead agency-wide planning effort to develop fleet charger deployment plan at 60+ locations and monitor the design and construction of over 160 charging ports.
  - Manage \$50M capital budget allocated for EV charging infrastructure.
  - Report regularly to CPOC on program progress.
  - Coordinate with PMO, Engineering, and Line Department project management teams.
- Present to executives on zero-emission vehicle program strategy and milestone achievement.
- Represent Port Authority on regional zero-emission vehicle committees and planning groups.
- Create strategies and establish internal policies to optimize EV infrastructure deployment, including the workplace charging pilot program, and fee structures for public charging.
- Manage consulting team to project increase in electrical demand based on conversion to electric vehicles and collaborate with Electrical Engineering to analyze gap in electrical capacity.
- Track zero-emission vehicle policy, market, and technology developments, and implement pilots for testing and improving technology.

### PORT AUTHORITY OF NEW YORK AND NEW JERSEY | OFFICE OF CONTINUOUS IMPROVEMENT

*Senior Management Analyst*

*March 2019 – October 2021*

- Led cross-functional process improvement projects, which helped departments across the agency identify problems and collaboratively solve them to meet internal and external customer expectations.
  - Reduced average capital-project closeout duration by three-to-six months by developing an online request form using design-thinking tools and facilitating weekly stakeholder coordination meetings.
  - Increased number of new employees who have the technology and tools they need on their first day of work by 57% by identifying bottlenecks and implementing improvements in the onboarding process using the lean methodology.
  - Improved contract conformance time by 60% by coaching the Construction Contract Conformance Project team lead through implementation of a streamlined, digitized workflow.
- Collaborated with stakeholders to develop project implementation plans with quick wins and transformational changes. Develop and track performance metrics to ensure project success.

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- Expanded use of continuous improvement tools and methodologies across the agency by developing and facilitating relevant trainings and workshops for agency employees.
- Facilitated bimonthly Customer Experience Community of Practice meetings, which brought together employees to learn from speakers, discuss challenges, and share best practices.
- Managed the recruitment, onboarding, and performance of department's interns.

## PORT AUTHORITY OF NEW YORK AND NEW JERSEY | VARIOUS DEPARTMENTS

*Leadership Fellow (Leadership Rotational Program)*

*July 2017 – March 2019*

- Facilitated the timely achievement of the PATH Director's goals and priorities by communicating with division managers, following up on project schedules, and documenting status updates for ongoing projects.
- Oversee the procurement of 22 interactive kiosks for PATH stations by collaborating with various agency stakeholders to create a scope of work.
- Led the JFK Terminal 4 Security Experience project to improve the customer-screening experience using the lean methodology. Created and implemented a data collection plan, managed data analysis and visualization, led a recommendation strategy session, and solicited buy-in from stakeholders to make improvements.
- Designed and conducted a study of 1,500 curbside and jitney buses to understand bus utilization, determine existing conditions, and identify issues relevant to the Port Authority Bus Terminal.

## EDUCATION

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### BINGHAMTON UNIVERSITY, STATE UNIVERSITY OF NEW YORK

- Master of Public Administration, Concentration in Sustainable Communities | May 2017
  - Recipient of the Alpha Award: awarded to the top MPA student with exemplary academic performance, service, and leadership
  - Pi Alpha Alpha, Global Honor Society for Public Affairs and Administration
- Bachelor of Arts, *magna cum laude*, Political Science, Studio Art Minor | May 2016

## SKILLS AND COMPETENCIES

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Change Management | Data Analytics | Design Thinking | Process Improvement | Program and Project Management | Strategy Development | Sustainability and Zero Emission Vehicles Expertise | Team Facilitation | Written and Oral Communication

## CONTINUING EDUCATION AND ENGAGEMENT

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- The Renewable Energy Institute – Energy Storage Course | 2023
- The Renewable Energy Institute – Electric Vehicle Course | 2022
- Port Authority Network for Emerging Talent Programing Chair | 2021 – 2022
- Port Authority Leadership Steering Committee: Workforce Diversity Data Sub-Committee Member | 2020 – 2021
- New York Public Radio Community Advisory Board Member | 2019 – Present