

Cara O'Malley

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RELEVANT EXPERIENCE

COURSERA

Remote, US

Program Manager & Partner Success Manager, *December 2020 — Present*

- Oversee the success and continued engagement of Coursera's 13 top university accounts, including Yale, University of Michigan, Dartmouth, and Duke, via new program implementation, consultation, training, and strong relationship building
- Act as an external-facing product expert to onboard new partners into the Coursera ecosystem, as well as facilitate critical feedback loops from Partners to Internal Product Teams in order to improve overall product development
- Organize and present annual Program Reviews to university leadership (eg. VP, Associate Deans) that evaluate the status and progress of on-platform academic programs and help identify the programs' future direction, needs, and priorities
- Develop new processes and documentation for partner success, including a standardized partner onboarding process, a repository of best practice levers for partner engagement, and a templated Program Review deck for University Certificates

CONSTRUCT EDUCATION

California, US / Remote, US

Project Manager & Account Manager, *June 2020 — December 2020*

Project Manager, *June 2019 — June 2020*

- Lead global teams of subject matter experts, learning specialists, technologists, and designers to develop 300+ online educational courses for higher education and K12 clients
- First member of Project Management team in US branch; scaled the new-hire onboarding across company by creating robust onboarding materials, process documentation, and templates that helped Project Management team grow 800% in 1 year
- Manage the critical partnerships for two major EdTech platforms (Canvas + Bridge) by streamlining delivery communication, building sales enablement materials, and developing new sales/engagement strategies
- Work closely with K12 and higher ed leaders to align program needs and vision with cross-functional implementation

COCO MEDIA, LLC

Durham, NC

Founder, *April 2016 — June 2019*

- Launched COCO Media, a boutique video production company focused on developing educational medical content, after identifying a growing need for video content within healthcare
- Develop 70+ video programs from start-to-finish, including educational series on post-bariatric nutrition, total joint surgery, and vein surgical options; programs intended to increase patient education, reach, and engagement
- Clients include Duke Health, UNC Health, Keck School of Medicine of USC, East Carolina University, Academic Orthopaedic Consortium, and more

EDUCATION

DUKE UNIVERSITY

Durham, NC

B.A., Visual & Media Studies; Certificates in: Markets & Management, 2018

- President of Duke Student Broadcasting; managed \$40k budget; 70% increase in content output and 50% increase in membership by advancing new content strategies, processes, and creating a member training program
- Undergraduate Teaching Assistant in Fall 2017; collaborate with faculty to develop lesson plans

OTHER

- **DISNEY COLLEGE PROGRAM**, *August 2018 — October 2018*
- Launched and ran popular **YouTube channel** for 4 years (*2013-2017*); partnered with *HuffPost*; 25k+ subscribers