

EMILY R. CLOUGH
Strategy & Management Consulting
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PROFESSIONAL SUMMARY

Versatile strategy and management consultant with 20+ years of experience leading complex initiatives across the public sector, non-profit organizations, and private industry. Proven expertise in organizational transformation, project management, and business continuity planning (BCP/DRP). Skilled in leading cross-functional teams, process design, AI-driven content strategy, and results delivery under tight deadlines. Certified Scrum Master (CSM).

CORE COMPETENCIES

- Strategic Planning & Execution
- Project/Program Management (Agile, Scrum, PMI)
- Business Analysis & Research
- Organization Design & Change Management
- Process Improvement & Re-Engineering (BPR)
- Metrics Design, KPIs & Reporting
- Business Continuity Planning (BCP/ BIA/ DR)
- Risk Analysis & Management
- Continuity of Operations (COOP)
- Leadership & Cross-Functional Collaboration
- AI Prompt Engineering & Content Strategy
- SEO Writing & Web Content Development

WORK HISTORY

Emily Clough – Strategy & Management Consulting, Hershey, PA
Sole Proprietor - Independent Strategy Consultant (2024 – Present)

Vita Digital

- Built SEO-focused content strategies with client, balancing Google search quality guidelines with UX principles. Designed reusable web content templates, engineered AI prompts for consistent tone and accuracy, and led fact-checking and QA processes to meet client timeline and budget.
- Defined and documented client's repeatable processes and workflows, required skills, and supporting technology to improve efficiency, quality and productivity in similar future projects.

Independent Strategy Consultant

- Provide strategic consulting services in public sector transformation, non-profit capacity building, business continuity planning, and project delivery. Manage all business operations including marketing, web development (ecloughconsulting.com), certifications (WBENC; WOSB; SAM.gov, registered entity with Federal government/DoD), and client engagement.

Emily Clough – Consulting (Volunteer), Hershey, PA
Volunteer Advisor (2010 – 2024)

- Provided strategy consulting, process design, and project/program management volunteer services to multiple non-profit community organizations.

Booz Allen & Hamilton, McLean, VA
Associate (2002 - 2008); Senior Consultant (2001 - 2002)

NGA Mission Assurance Continuity Planning Team

- Deputy Task Lead for Mission Assurance Contract. As lead client point of contact, oversaw personnel, financials, contract deliverables, taskers, and work breakdown structure.
- As Agency Lead Continuity Planner, designed, implemented and trained continuity planning policy, SOPs, database tool, and templates. Established continuity planning metrics program built upon Agency-wide Mission Assurance goals and directives, delivered metrics training, and provided monthly metrics assessments to Executives. Mentored and led activities of over 100 continuity planners Agency-wide.
- Participated as observer/ controller in Agency-wide COOP Exercise and assisted with development of After Action Report for Agency Business Executive (BX).
- Represented NGA and Booz Allen at various Mission Assurance governance committees and conferences.
- Received NGA Star Award for leadership of the Continuity Planning Team and development of the Agency's executable Business Continuity Plans, facilitation of exercises to validate the Agency's crisis CONOPS, and for enabling a response-ready environment.

IRS Mission Assurance Organization Design Team

- Supported stand-up of a Mission Assurance organization applying business continuity best practices to a large government service, including functions analysis, rationale development, and management of new organization implementation plan.
- Received Booz Allen's Absolute Personal Best Team Appreciation Award in recognition for efforts in leading initiatives to strengthen the overall resilience of IRS business processes.

IRS Mission Assurance Business Continuity Planning Team

- Created methodology and questionnaire to identify single points of failure within IRS critical business processes. Oversaw client team to identify, analyze, and prioritize single points of failure and additional vulnerabilities to critical business processes and locations at the Service.
- Presented risk-based mitigation/ elimination recommendations to IRS Executives.
- Implemented Business Resumption Strategies for IRS Divisions.

IRS Communication & Liaison Stakeholder Relationship Management (SRM) Strategy Team

- Conducted client interviews and built an Agency-wide strategy for managing partner relationships to ensure collaboration across Divisions.
- Led task to develop an Agency-wide SRM Segmentation Strategy based on best practices, analysis of existing Agency segmentation strategies, and business objectives; baselined and analyzed existing stakeholder relationships.
- Facilitated development and definition of unified partnering strategies within the Divisions to meet SRM business objectives.
- Produced and delivered SRM Segmentation and SRM Strategy Refinement deliverables, documented scope, maintained project plans, and led client meetings.

IRS Mission Assurance Case Studies

- Wrote case studies based on client interviews documenting how the IRS makes decisions during critical events, identify gaps and best practices, and capture lessons learned: "September 11th & Effects on the IRS in NYC", "Mail Transshipment & Redirection of Mail at the IRS", and "The Campus Security Readiness Initiative at the IRS".
- Coordinated overall production schedule and produced executive summary report within compressed schedule.

IRS Frivolous Return Program

- Conducted analysis of IRS service center inventory receipts and tax assessments to identify Frivolous Return Program workload drivers. Identified issues with workload carry over and made recommendations for follow-on process improvement initiatives.
- Identified additional opportunities for improvement on baseline processes, including automation and standardization of workload and compliance credit tracking.
- Researched and demonstrated revenue protected and assessments by tax examiners to underscore the overall value of the program to the IRS.

IRS Modernization Program Management

- Maintained MS Project schedule including Task Order, Team, Workstream, Deliverable ID, contractual completion date, and functional mapping (Pre-Filing, Filing, etc.) data, to illustrate dependencies and facilitate integration across teams. Updated Executive Steering Committee on Program progress, solicited feedback, implemented ESC communication practices.
- Provided ad hoc reporting to Partners, Principals and Client Management (including Commissioner level) including Decisions Documentation, Workstreams Analysis (by Partner, Function, etc.), GAO Report, etc.

Mellon Financial Corporation, Pittsburgh, PA

Project Manager, eCommerce Infrastructure (2000 - 2001)

- Relationship Manager for several business lines. Liaison between the client, management, strategists and technical resources. Documented requirements and deliverables, created statements of work and risk evaluations, managed project plans, and tracked issues and risks to most efficiently meet business needs with available eCommerce resources and services.

EDUCATION & TRAINING

- B.A., English, Michigan State University
- University of Pittsburgh School of Law (2 Years)
- Scrum Alliance Certified Scrum Master (CSM 2024 Current), DRII Certified Business Continuity Planner (CBCP 2003 Exp 2007), PMI Project Management Professional (PMP 2000 Exp. 2007); IBM Principles of Project Management
- FEMA IS-1300.a Introduction to Continuity (06/2025); FEMA IS-700.b Introduction to the National Incident Management System (NIMS) (07/2025); DOD Information Operations Fundamentals (04/2005); DOD Introduction to Response Team (CIRT) Management (04/2005), DOD Information Assurance Policy & Technology (IAP&T) (04/2005); DOD Computer Network Defense (04/2005), Analytical Risk Management & Continuity Training (08/2004); COOP Working Group COOP Program Manager Course (12/2004)