

# Elizabeth Lynch

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**Project Manager**  
**UF Survey Research Center**  
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**Ayers Technology Plaza, Suite 156**  
**University of Florida**  
**PO Box 117148**  
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## **SUMMARY OF QUALIFICATIONS**

- ❖ Results-driven administrator with operational, managerial, technical, fiscal, and human resources background.
- ❖ Superior communication, interpersonal, and presentation/public speaking skills.
- ❖ Technically proficient in Microsoft Office, Teams, and PeopleSoft; high level of aptitude for adapting to new programs and technologies.
- ❖ Proficient in use of Structured Query Language (“SQL”) for reporting and data analysis.
- ❖ Delivers top-level results while handling simultaneous projects and successfully meeting deadlines.
- ❖ Problem solver who acquires new skills quickly and excels in process analysis/improvement, project management, and data analysis.
- ❖ Adept at hiring, training, and managing employees to deliver superb results and customer service.

## **PROFESSIONAL EXPERIENCE**

**University of Florida (UF), Gainesville, FL**

**2013-Present**

**Bureau of Economic and Business Research (BEBR) UF Survey Research Center (UFSRC)**

**Project Manager (November 2023 – present)**

- Manage survey projects for the UFSRC, including interacting with clients and advising them on questionnaire development, skip patterns, etc.
- Create estimates and devising budgets for survey projects; coordinate production and delivery of mail-out survey materials with printing suppliers.
- Ensure UF Institutional Review Board (IRB) approval is received prior to survey fielding and that applicable IRB protocols are met.
- Manage project sample, including cleaning and loading the sample for use, performing daily maintenance for efficient survey operations, outputting data for clients, running analyses of data as needed.
- Process Human Subject Payments (incentives) as needed for survey projects.
- Interact with Shift Supervisors and UFSRC telephone interviewing staff to ensure both that deadlines are met, and that data collection continuity is maintained.

### ***Conflicts of Interest (COI) Program***

**Acting Director and UFOLIO Administrator (July 2022-November 2023), Analyst and UFOLIO Administrator (April 2022-July 2022), Analyst (March 2020-April 2022)**

- Responsible for day-to-day operations of the COI Program, directly supervising two analysts and one part-time IT employee. Provided guidance and direction to COI Program employees regarding operations, important/sensitive communications, potential legal or reputational issues arising from disclosures, and complex conflicts of interest presented via employee disclosures of outside activities/financial interests.
- Reviewed, analyzed, and made final determinations on disclosures of outside activities and financial interests of UF employees, including review for compliance with applicable federal laws/regulations, state statutes, and UF regulations and policies. Disclosures are primarily submitted in UFOLIO, UF’s electronic disclosure system. Wrote and implemented COI Oversight Agreements to mitigate/manage complex conflicts of interest.

- Created and designed training courses and resources for university-wide use; provided training and system demonstrations to users and reviewers.
- Met with senior leadership of colleges or administrative units to discuss conflicts of interest issues, needs, and provide recommendations on how to proceed.
- Provided input in the development and updating of UF's Policy of Conflicts of Commitment and Conflicts of Interest.
- Led meetings of the Provost Advisory Committee, which reviews all disclosure disapprovals for conflicts of interest and provides a recommendation for final dispensation to the Provost.
- Issued recommendations/guidance to UF employees of all levels regarding potential conflicts of interest, to include interpretation of Florida Statute 112.313 and UF's applicable regulations and policies.
- Managed and updated the [COI Program website](#).
- Ran reports using SQL in Microsoft SQL Server 2016 to provide UF disclosure data for public records requests and compliance reports.
- Suggested, tracked, and prioritized development items for improvements to UFOLIO. Coordinated development items and worked with University of Florida Information Technology staff (UFIT) for implementation of upgrades/patches in the UFOLIO system. Performed the majority of system testing in UFOLIO test system prior to patching/updating UFOLIO Production (live system actively used by thousands of UF employees).
- Investigated, troubleshoot, and resolved technical UFOLIO system, user account, and other related issues.

***College of Liberal Arts and Sciences (CLAS) Shared Services Center (SSC)***

**Assistant Director, Administrative Services, Administrative Specialist III (Working Title: "SSC Director;" April 2016-February 2020)**

- Responsible for overall management of the SSC, staff, and all fiscal and human resources functions/ transactions, primarily from 21 CLAS units comprised of approximately 1,000 faculty, staff, and student employees. Direct long-range strategic planning, operations, and administrative activities within the SSC.
- Developed and tracked performance standards for work requests, including response time, processing duration, completion rates, etc. Directed process and policy improvements within the SSC to increase efficiency, minimize audit risk, and enhance customer service. As needed, processed fiscal or HR transactions of all types, including travel and expense reimbursements, UF Procurement card approval, purchase orders, fund transfers, job postings, payroll, HR job actions, etc.
- Provided documentation and guidance to unit leadership regarding CLAS staff performance issues and the non-renewal of staff positions.
- Analyzed college processes, procedures, and policies; implement college-wide changes in conjunction with the college Budget Director, college HR Director, or CLAS Research Office Director as appropriate.
- Managed immigration for the college; liaised with UF Immigration Compliance Services, the UF International Center, and UF immigration attorneys; submitted petitions for H-1Bs, O-1s, TNs, J-1s, and permanent residency.
- Functioned as Department Security Administrator (DSA) for the college, granting staff, faculty, and students access to UF data and operational modules of varying sensitivity. Functioned as Identity Manager for the college, creating UFIDs and updating affiliations; authorized Gator1 Cards as needed.
- Provided training and guidance to unit staff, faculty, and newly appointed chairs/directors regarding fiscal and HR policies, processes, and procedures. Created and managed ad-hoc reports for department chairs/directors or other responsible parties.
- Consistently facilitated and personally delivered outstanding customer service to all CLAS staff, faculty, and students. Extraordinary customer service required mastery of all HR/fiscal processes to administer immediate personal assistance in challenging situations.

***Office of the Senior Vice President, Health Affairs (SVPHA)***

**Coordinator III, Administrative Services (2014-2016), Executive Secretary (2013-2014)**

- Responsible for tracking, transferring, auditing, and reporting on yearly \$11.5 million in cancer preeminence funds. Reconciled, reviewed, and approved fiscal transactions of approximately 10 departments with varied funding for adherence to University, state, and federal requirements. Developed yearly budget for unit and entered it into UF budgeting system, Hyperion.
- Submitted annual space allocation report; liaised between Environmental Health & Safety and the Health Science Center (HSC) for fire marshal violations; reviewed and approved requests for HSC public space use and gated parking. Responsible for asset accountability and inventory and tracking of attractive items.
- Processed cross-college payroll distributions and budget transfers for the HSC; coordinated SACSCOC accreditation reporting in Compliance Assist for all SVPHA units.
- Managed portfolio of projects and assignments spanning business functions, including finances, operations, legal services, human resources, research, facilities, etc.
- Promoted within 1.5 years of start date at UF. Selected for Gator Business Administrator Services (GBAS) 2015 mentoring program and received GBAS credential.

***Books-A-Million, Gainesville, FL***

***2005-2013***

**General Manager (2013), Assistant General Manager (2011-2013)**

- Oversaw both day-to-day and long-term operations of 25,000 sq. ft. retail store with 15+ employees, to include customer service, administration, merchandising, sales, and profitability management.
- Responsible for all aspects of prospective employee interview, hiring, and orientation processes. Developed corrective action plans to improve and measure employee performance. Ensured plan compliance, delivered feedback to employees and written communication for employment retention decisions.
- Motivated staff to achieve maximum potential while applying critical thinking to effectively delegate and complete tasks; generated staff and management schedule in compliance with payroll allocations.
- Produced Top 10 results (of 249 stores) while acting as General Manager for 9 weeks in 2012 during the General Manager's absence.

**Co-Manager (2010-2011), General Merchandise Specialist (2009-2010), Bookseller (2005-2009)**

**SERVICE:**

**University of Florida**

- [Gator Business Administrator Services](#) (“GBAS”) Advisory Council Member (2019-present)
- [MainSpring](#) Working Group Member: “Together We Drive UF Research” (2020-2022)
- Member of Business Process Improvement Working Group dedicated to improving the foreign national hiring process at UF (2019).
- Developed content and taught Spring 2023 GBAS session on efficiency, “Work Smarter, Not Harder;” received a 94% Net Promoter Score rating from attendees.
- Assisted in the planning, coordination, and running of the inaugural 2021 Connected by UF (“CxUF”) Conference which won a [Florida TaxWatch Productivity Award](#), as well as the second 2023 CxUF conference (which is intended to be held every other year).

**COMMISSIONS & CERTIFICATIONS:**

**State of Florida Notary Public**

***July 2021–Present***

**LinkedIn Learning SQL & Data Analysis Certificate**

***August 2023***

**EDUCATION:**

**University of Florida** Bachelor of Arts in Linguistics; minor in English

***2009***