



23 October 2020

advanced degree in
FRENCH & LITERATURE
LIBERAL ARTS

LANGUAGE
is key to the role

WRITING and COMMUNICATING



I ♥ GLITTER

Chief of Staff: (CoS) An Unexpected Journey

LISA GIRONDA

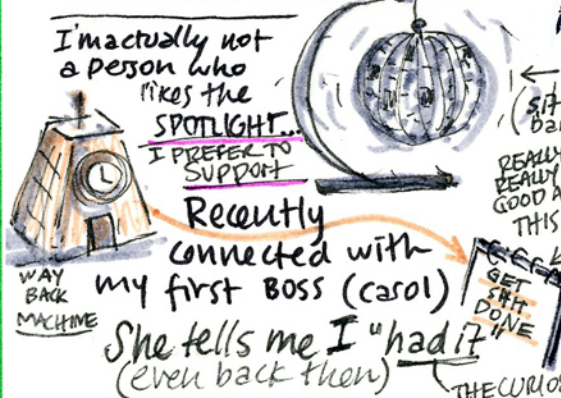
Chief of Staff, Consultant, Capital One

I love this work!

My goal is to give back one day a week to my boss

gives me ENERGY!

the focus shifts day to day
CHIEF of STAFFING



iconic object?
DISCO BALL!
(sits in a great banana stand)

ONE DAY I WAS INTRODUCED LIKE THIS:

THIS IS LISA. She is kind of like my chief of staff...
-V.P. DESIGN

Whoa! PRETTY COOL. Let's make this a THING.
-LISA

what is it?



OPERATIONS

FINANCIAL PLANNING



COMMUNICATIONS

STRATEGIC INITIATIVES



GREW the TEAM 9 → 40 IN SIX MONTHS!
DESIGN OPS LEADER

led me to become
UX WORK eventually



Always on DUTY

I tend to be hypervigilant & protective
CUSTOM GLITTER RING reminds me to PAUSE 00

COMMUNICATION
My background is very helpful

Test + Improve



TIMING is EVERYTHING

massive growth

CHIEF of STAFF enables SUPPORT of SCALE

how to be a disco ball (or CoS)

BE THE BEACON

- Lead by example

SPREAD the LIGHT

- Be approachable
- Meet with people to help them shine
- Truth to power

SUPPORT the PEOPLE

- Don't overcommit BUT IT HAPPENS



My flavor of OS

MINT CHIP



I FIND AFTERNOON JOURNALING is super helpful (INSTEAD of TO-DO LISTS)

"STRATEGIC INITIATIVES"
I got to use design related to risk & compliance

I enjoy learning new things to support the team

Getting creative

OUR TEAM ORDERED PARTS and MADE JEWELRY later sanctioned off by COMPANY LEADERS.

When you have enough information you can make something beautiful

Learning tech was helpful when the



came along

UX mgr "who I am" Finding a backfill "No" Cos
MY TRANSITION