



Fellow Profile

Name: Elizabeth Cromie
Hometown: Memphis, TN
Company: Citi
School: Southern Methodist University
Major: Civil Engineering
Hobbies: Skiing, spin, baking, drawing, traveling



Why join ServiceCorps?

“Service was always a major part of my life growing up, but it took a backseat in college. I have had really great opportunities that set me up for great internships and a great job. I wanted to take this chance to give back and to do a small part in shrinking the opportunity gap.”

Social Sector Partner Placement

Placement Organization: City Harvest
Location: Manhattan and LIC
About City Harvest: City Harvest was the first food rescue organization. We rescue food from all across the food industry and redistribute it to 500 agencies in New York City.
Fellow’s Title: IT Project Manager



The Challenge

City Harvest is implementing the first year of its 5 year strategic plan and is collaborating with other Emergency Food Organizations to better serve communities. In increasing the number of pounds distributed, additional help is needed:

1. Managing the portfolio of projects to ensure on-time, to quality and on budget delivery. Work within team to establish and maintain an agile development processes that is only constrained by our ability to fund work.

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2. Managing relationships both internally and externally to align and prioritize current and future IT initiatives as well as structure and manage outsource partner relations for support of solutions.
3. Creating and managing department budget

Outcome

Elizabeth worked this year to ensure that all of IT's projects were in line with the department's and the organization's goals, that they were implemented successfully and remained within budget. Her organization and ability to see both the small details and big picture directly correlated to the project's success.

- **Strategy**
 - Participated in 5 year strategic plan, and assisted in developing goals aligned with the plan.
- **Development**
 - Worked on the development of three mobile apps from developing an FRD to the visuals of the app. Two are agency facing and one is for the drivers.
- **Implementation**
 - Assisting with the implementation of many City Harvest software such as RoadNet, the routing software, Insight training, rollout of four apps, among others.
- **Efficiency**
 - Created improved processes in Operations Analysis and IT. Her help allowed for projects to run more smoothly and to reach completion faster.

Elizabeth was part of the City Harvest family this year. She worked hard to learn our systems and to add value in any way she can. She took accountability for new projects that interested her and was a great asset to the team.

Testimonials: Hear from the Fellow & Social Sector Partner

"I could not imagine a better place to serve than City Harvest. I have learned so much, and it has been a wonderful opportunity to work in IT and with Operations Analysis. I will continue to tell anyone and everyone about how significant food waste is. "

- **Elizabeth Cromie, Fellow, Class of 2017**

"Elizabeth's work ethic, positive attitude and her passion fit right in with City Harvest. Her flexibility and adaptability were so valuable as we built this position this year, and she was wonderful to work with. Elizabeth has been a wonderful addition to the City Harvest team, and we will miss her very much."

- **James Safonov, Director of IT, City Harvest**