

**LOURDES TIGLAO**

(b)(6)

**EXPERIENCE****AIRBNB**

888 BRANNAN STREET, SAN FRANCISCO, CA 94103 USA

AIRBNB.ORG PARTNERSHIPS ASSOCIATE-CONTRACT (01/2021-PRESENT)

HOURLY: (b)(6) USD, HOURS/WEEK: 50

**DUTIES, ACCOMPLISHMENTS, AND RELATED SKILLS**

- Leads Airbnb.org's relationships with key nonprofit partners across the Airbnb.org (formerly Open Homes) emergency response portfolio, supporting day-to-day operations, including budget, marketing, reporting, and impact
- Manages key global partners' utilization of multimillion dollar grants with a lens on equity for vulnerable populations during crises events, on track to achieving 100K guests housed by 2022
- Partners with cross functional teams, including Engineering, Policy, and Communications teams to provide data and insight to advocate for partners regarding product updates and program enhancements
- Spearheads Airbnb's Veterans Employee Resource Group in internal and external community engagement where the first Memorial Day Virtual Engagement Memorial led to global visibility to 5000+ global employees and 10+ resource groups
- Amplifies impact of Airbnb.org's disaster response and refugee partners supported by our grant through collaboration with Communications & Marketing, utilizing trauma-informed storytelling resulting in visibility of 20K+ audience globally
- Represents Partnerships team in Equity & Impact working group to advocate for the organization's key partners, ensuring programs and initiatives are balanced across partners and centering equity in product development
- Developing Partner Anti-Discrimination and Misconduct to ensure the \$5M+ portfolio of partners' conduct aligns with Airbnb.org values, increasing trust and credibility with Airbnb's 190+ country footprint by mitigating partner risk

GLOBAL PARTNERSHIPS MANAGER (03/2020-07/2020)

TOTAL COMP: \$ (b)(6) USD/YEAR, HOURS/WEEK: 60

**DUTIES, ACCOMPLISHMENTS, AND RELATED SKILLS**

- Oversaw partner development and account management with private sector and international aid agencies, managing a global team and a portfolio of 70+ partners distributed across six continents
- Implemented semi-annual review process and updated partner guidelines to optimize grant allocation, reducing wasteful spending by 20% within first month
- Overcame government ban on Airbnb hosts by partnering with local hotels to provide rooms for COVID first responders, increasing total inventory in the Philippines by over 30% and non-banned inventory from 6 to 450
- Coordinated Asia Pacific (APAC) COVID response, partnering with cross functional partners across Marketing, Public Policy, and Engineering providing external partner insights for product development, enabling the team to meet the goal of providing 100k+ nights of lodging for responders across the North & South America, Asia, and Europe
- Developed and refined partnership strategy, decentralizing organizational structure to empower regional coordinators to effectively drive management in priority markets, allowing faster regional coordination between partners and Airbnb
- Drove strategy development and collaboration with Uber to provide housing and transportation for first responders during crisis-response

**TEAM RUBICON**

TEAM RUBICON GLOBAL (TRG), STRATEGIC PARTNERSHIPS OFFICER (01/2017-11/2019)

1509 16<sup>TH</sup> ST, WASHINGTON, DC 20036 USA

SALARY: \$(b)(6) USD/YEAR, HOURS/WEEK: 60

- Created TRG's global partnership strategy to build relationships with government, non-profit, and private sector partners in the world's 50 most disaster-prone countries and provide guidance for the milestones to 4 global affiliates to fulfill brand licensure agreements
- Developed network analyses, outreach frameworks, milestones, and OKRs that allowed global affiliates to scale local partnerships in 9 countries, facilitating post-disaster country entry within less than 24 hours
- Co-led the advance team for Team Rubicon Australia in the Benguet Province, Philippines to facilitate a multi-stakeholder capacity building project on rapid damage assessments resulting in 50+ new rural area damage assessors
- Assisted with developing patient aeromedical framework between Philippine Red Cross, Tacloban Airport Health Clinic, Australian Field Hospital, Philippine & US Air Force assets during Typhoon Haiyan enabling air transport of 25+ patients
- Spokesperson for Team Rubicon across three continents, speaking at global conferences and is an industry advisor to NGOs and government entities, including the Philippine Vice President's office

TEAM RUBICON USA, REGIONAL COMMUNICATIONS MANAGER (03/2014-01/2017)

214 MAIN STREET, #354, EL SEGUNDO, CA 90245

VOLUNTEER: \$0 USD/YEAR, HOURS/WEEK: 10-20

- Designed and planned Team Rubicon's first traveling gallery and forum in partnership with the Philippine Embassy, which exhibited in Washington, D.C., Chicago, and NYC, engaging over 1,000 viewers
- Trained 250+ volunteers to organize teams, manage workflow, and use data to make informed decisions using Palantir's platform, improving operational efficiency during disaster operations
- Developed relationships with the Philippine government and U.S. military, resulting in support from 5 aircraft, 50+ Filipino military personnel, and 100+ Filipino volunteers for Team Rubicon-led medical evacuations during Super Typhoon Haiyan
- Grew regional membership by over 16x and added formal training for volunteers to learn critical disaster relief skills

**NATIONAL PARK FOUNDATION**

1500 K STREET NW, SUITE 700, WASHINGTON, DC 20005

MANAGEMENT CONSULTANT (02/2016-12/2016)

SALARY: \$(b)(6) USD/YEAR, HOURS/WEEK: 40

- Developed and established the Veterans in Parks Program which included marketing strategy & campaign to over 4K veterans within the National Park Service (NPS) and the 250K+ veterans reached by partner veteran service organizations nationwide, partnership development and stakeholder engagement, & recruiting staff training to increase veteran recruitment & retention
- Built relationships between the customer and external partners and key stakeholders around community engagement, increasing veteran engagement across 40 veteran organizations and military transition departments

**DEPARTMENT OF VETERANS AFFAIRS**

810 VERMONT AVE NW, WASHINGTON, DC 20571

ADVISORY BOARD MEMBER (03/2015-01/2017)

APPOINTED: \$0K USD/YEAR, HOURS/WEEK: 5 HOURS/WEEK

- Selected as the youngest member of the MyVA Advisory Committee (MVAC) that included the Vice

- President of Amazon's AWS, a former White House Physician, and the 17<sup>th</sup> U.S. Surgeon General
- Provided oversight of VA executive team on MyVA initiative, the largest department-wide transformation in VA history
- Facilitated outreach and buy-in within the veteran community and organizations for MyVA initiatives leading to robust support from 300+ Congressionally chartered and influential veteran service organizations (VSO) nationwide

### **UNITED STATES AIR FORCE**

KADENA AFB, OKINAWA, JAPAN

PROGRAM MANAGER: CRITICAL CARE MEDICAL ATTENDANT TEAM (05/2004-09/2007)

SALARY: \$(b)(6) USD/YEAR, HOURS/WEEK: 60 HOURS/WEEK

- Co-founded the first Critical Care Medical Attendant Team (CCMAT), enabling inter-service collaboration between the Navy & Air Force to transport critical patients from Asia to North America, increasing capability by 300%
- Led a team of 12 Airmen and Sailors, managing training, career development, & critical care evacuation operations
- Developed tracking tool to detect blood gas equipment errors, reducing errors by 70%
- Implemented the integration of pulmonary test results into new database network providing access to 100K+ service members' results at military installations globally, reducing time to decisions from 12+ hours to less than 3 hours

WRIGHT PATTERSON AFB, DAYTON, OH

CARDIOPULMONARY SPECIALIST: CRITICAL CARE AIR TRANSPORT TEAM (05-1998-05/2004)

SALARY: \$(b)(6) USD/YEAR, HOURS/WEEK: 60 HOURS/WEEK

DUTIES, ACCOMPLISHMENTS, AND RELATED SKILLS

- Established a Critical Care Air Transport Team (CCATT) for remote Philippine island to aid in humanitarian evacuations in coordination with Philippine Air Force Pararescue
- Oversaw and supported US & Philippines Air Force Search & Rescue mock air and sea rescue training simulations increasing medical training readiness simulations by 50% for over 50 pararescue personnel on remote island
- Deployed for OEF from 2001-2004 to Afghanistan, Uzbekistan, Kyrgyzstan, Turkey, Philippines, and other countries as part of the Critical Care Air Transport Team (CCATT) ensuring 100% lives saved during air transport delivering patients from the field to higher echelons of care
- Deployed to Saudi Arabia in 2000 in charge of overseeing a cadre of 20+ guards for TCN's (third country nationals) conducting construction and development at Prince Sultan Air Base (PSAB) resulting in 100% accountability over the appointed sites
- Managed the hospital's Respiratory Therapy department personnel, maintaining safety and adequate coverage for all areas of responsibility despite 40% staff reduction while overseeing 9 cardiopulmonary students' training and competencies

### **EDUCATION**

George Washington University

Georgetown University

University of Maryland University College

World Executive MBA (2014)

Graduate Medical Education (2012)

B.S. Psychology (2008)

### **OTHER**

2019: Panel Speaker: International Women's Day at BNP Paribas  
BNP Paribas, New York City

2015: Conference Speaker: Unlocking Resiliency and Community During Disasters  
The Filipino Channel Speaker Salon, San Francisco

- 2014: Panel Speaker: Gallery Exhibit - Typhoon Haiyan Town Hall  
Philippine Embassy in Washington, DC
- 2007: Conference Speaker: Transcendence Through Medicine  
7<sup>th</sup> International Conference on Diversity in Organizations, Communities, and Nations
- 2005: Conference Speaker: Recipe to Create A Critical Care Medical Attendant Team  
Aerospace Medical Association (ASMA) International Scientific Meeting

## **AFFILIATIONS**

- 2021 Board Member: Minority Veterans of America (MVA)
- 2020 Board Member: National Veterans Art Museum (NVAM)
- 2018 Center for Strategic and International Studies (CSIS): AILA Leadership Fellow
- 2015 Truman National Security Project: Defense Council Fellow
- 2010 VP of Student Veterans Organization at Loyola Marymount University

## **HONORS & AWARDS**

- 2020: Truman Headquarters Hero  
Truman National Security Project
- 2020: Next Generation AAPI Foreign Policy and National Security Expert  
Diversity in National Security Network & New America
- 2014: Outstanding Student Community Service Award  
George Washington University School of Business (Executive Programs)
- 2013: Clay Hunt Spirit of Service Award  
Team Rubicon
- 2008: Alpha Sigma Lambda Honor Society  
University of Maryland University College
- 2004: 18<sup>th</sup> Medical Group (MDG) Cardiopulmonary Specialist of the Year (Squadron Level)  
18<sup>th</sup> MDG, USAF
- 2004: 18<sup>th</sup> Medical Group (MDG) Cardiopulmonary Specialist of the Year (Group Level)  
18<sup>th</sup> MDG, USAF
- 2004: 18<sup>th</sup> Air Base Wing (ABW) Cardiopulmonary Specialist of the Year (Wing Level)  
18<sup>th</sup> ABW, USAF
- 2004: PACAF Cardiopulmonary Specialist of the Year (Command Level)  
PACAF, USAF
- 2004: USAF Cardiopulmonary Specialist of the Year (Air Force Level)  
US Air Force
- 2001: 74<sup>th</sup> MDG Cardiopulmonary Specialist of the Year (Squadron Level)  
74<sup>th</sup> MDG, USAF
- 2001: 74<sup>th</sup> MDG Cardiopulmonary Specialist of the Year (Group Level)  
74<sup>th</sup> MDG, USAF
- 2001: 88<sup>th</sup> ABW Cardiopulmonary Specialist of the Year (Wing Level)  
88<sup>th</sup> ABW, AFMC, USAF
- 2001: AFMC Cardiopulmonary Specialist of the Year (Command Level)  
Materiel Command, USAF
- 2001: USAF Cardiopulmonary Specialist of the Year (Air Force Level)  
US Air Force
- 2001: John Levitow Award  
Airman Leadership School, USAF
- 2001: Top Graduate  
NCO Leadership Academy