

Senior IT Project/Program Manager with 20+ Years of Experience in Technology Consulting

An experienced leader in managing complex IT projects within healthcare, insurance, and finance sectors, ensuring alignment with strategic business goals. Proven track record of delivering enterprise solutions on time and within budget, supporting key organizational objectives. Expertise in directing cross-functional teams to drive operational efficiency and enhance project outcomes. Skilled in managing cloud technologies, web application development, and custom BI solutions. Holds an MBA and certifications in PMP, PMI-ACP, CAC, and CSM.

Key Objectives:

- Enhancing Cross-Functional Collaboration and Efficiency
- Improving Agile Project Management Practices
- Optimizing Resource Allocation and Budget Management
- Elevating Stakeholder Engagement and Satisfaction
- Driving Digital Transformation Initiatives

Professional Experience:

Innovantage Technologies Consulting Projects

April 2022 to Current

Client: Natera, Senior IT Project/Program Manager— May 2024 to Current

Led \$1.5M FDA-Compliant Information Security Project at Natera

- **Situation:** Directed a complex, high-stakes project ensuring FDA-compliant documentation, coordinating across 8 cross-functional teams (engineering, regulatory, cybersecurity).
- **Obstacles:** Managed strict regulatory requirements, cross-functional alignment challenges, and a high volume of documentation with tight deadlines.
- **Actions:** Established streamlined communication channels, facilitating weekly status updates to senior leadership for 95% on-time task completion. Actively supported team dynamics across 20 members to improve collaboration and transparency.
- **Results:** Achieved 100% regulatory compliance with all documentation submitted on schedule, delivering 12 key deliverables (Cybersecurity Risk Management, SBOM, Security Architecture analysis) and earning positive feedback on team efficiency and morale.

Client: Johnson Controls, Senior IT Project/Program Manager May 2023 to Feb 2024

Directed \$3M+ Agile Software Development Projects at Johnson Controls

- **Situation:** Led high-impact projects valued at over \$3M, requiring strict Agile adherence and timely milestone delivery.
- **Obstacles:** Balanced project timelines and budgets with real-time reporting and rapid decision-making to mitigate potential delays and risks.
- **Actions:** Used Power BI for real-time dashboards, enhancing decision-making speed and reporting accuracy. Delivered weekly updates to stakeholders, tracked tasks in Jira for a 98% on-time completion rate, and managed budgeting in Power BI, maintaining 95% budget adherence.
- **Results:** Consistently delivered projects on schedule, met all deliverables, and resolved timeline and budget risks within a 2-week turnaround, achieving high project efficiency and effective financial oversight.

Client: Vontier, Program Manager of Corporate Applications, IT April 2022 to October 2023

Managed \$5M+ IT Portfolio for Finance and HR Applications at Vontier

- **Situation:** Oversaw an extensive \$5M+ IT portfolio for Finance and HR, overseeing multiple projects to align with organizational goals.
- **Obstacles:** Coordinated across 5+ concurrent projects while enhancing visibility and mitigating risks of delays and budget overruns.
- **Actions:** Monitored projects using Jira and Asana, facilitated the transition to Securiti AI, and delivered weekly updates to leadership, improving decision-making. Led vendor selection for the \$5M Workday HR transformation project and implemented risk mitigation strategies, achieving alignment across projects.
- **Results:** Realized a 95% on-time delivery rate, a 97% sprint completion rate, and a 20% reduction in turnaround time, preventing budget overruns and boosting project efficiency by 10%.

Larsen and Toubro Infotech

July 2019 to Mar 2022

Client: Dexcom, Senior Delivery Project Manager Mobile Testing Jan 2021 to Mar 2022

Led Mobile Application Testing for Glucose Monitoring Device on Android & iPhone

- **Situation:** Supervised testing for a glucose monitoring app on Android and iPhone, requiring precise coordination and

timely execution.

- **Obstacles:** Optimized workflows to meet strict deadlines while managing a large team and ensuring strong stakeholder communication.
- **Actions:** Implemented Kanban workflows, increasing test efficiency by 20% and achieving 100% on-time delivery. Managed a team of 14 testers, using Power BI dashboards to track performance and identify bottlenecks, enhancing testing effectiveness by 25%. Coached the team in Agile and Kanban, reducing cycle times by 15% and improving productivity by 30%. Used Jira, SharePoint, and Confluence for real-time updates and risk management.
- **Results:** Delivered high-quality testing within schedule, boosted team productivity, and enhanced stakeholder communication and project transparency.

Client: Citi, Senior Delivery Project/Program Manager Cloud Infrastructure Jul 2020 to Dec 2020

Led \$5M+ Cloud-Based Digital Transformation Project

- **Situation:** Directed a \$5M+ project to modernize infrastructure and applications through cloud-based digital transformation.
- **Obstacles:** Managed cross-functional Agile teams on complex cloud initiatives while ensuring effective stakeholder communication and risk management.
- **Actions:** Oversaw Scrum and Kanban teams to deliver AWS Infrastructure as Code, Web Application Services, and containerization, reducing deployment time by 20%. Leveraged AWS for project tracking, achieving a 98% on-time completion rate and a 25% improvement in team velocity. Applied Azure DevOps, SharePoint, and Power BI tools for stakeholder communication and risk management, cutting issue resolution time and enhancing transparency.
- **Results:** Successfully retired a legacy system, improved operational efficiency by 15%, and maintained high team performance and project visibility.

Client: Chevron, Senior Delivery Project Manager Oct 2019 to Jul 2020

Managed Key Projects for Chevron's Digital Transformation and Well Production Analysis Program

- **Situation:** Led projects to enhance efficiency and transparency in Chevron's Digital Transformation and Well Production Analysis initiatives.
- **Obstacles:** Coordinated with a global Agile team to drive continuous improvement and streamline workflows, ensuring clear stakeholder communication.
- **Actions:** Led Agile ceremonies, coached a 20-member team, and optimized workflows for performance tracking. Developed custom Azure DevOps and Power BI dashboards, improving transparency, efficiency, and team velocity. Used Confluence and SharePoint for real-time updates, enhancing collaboration and informed decision-making.
- **Results:** Achieved Chevron's digital transformation goals, boosting project success with greater transparency and efficiency while fostering a collaborative, high-performance team environment.

Client: TradeStar, Senior Project Manager July 2019 to Nov 2019

Led Development of Mobile App for Pumper Order Submission in Midstream Business

- **Situation:** Led a Scrum/Kanban team to develop a mobile app to streamline pumper order submissions, enhancing midstream business operations.
- **Obstacles:** Managed a tight timeline and improved team efficiency and data accuracy to support app functionality.
- **Actions:** Delivered the app project 10% ahead of the 3-month schedule by coaching the team on Agile, Kanban, and Jira. Provided weekly updates to stakeholders and analyzed contract calculations, financial data, and asset inventory, improving monthly revenue calculations by 15% and reducing manual errors by 10%. Enhanced team velocity, efficiency, and code quality while leading a team of 7 developers and 2 business analysts.
- **Results:** Successfully launched the app ahead of schedule, optimized revenue processes, and reduced errors, contributing to a more efficient and high-performing midstream operation.

HEALTH AXIS - IT Development Manager – Senior Project Manager

Mar 2017 to July 2017

Managed and Coached Scrum Team of .Net Developers for Medical and Dental Claims Processing

- **Situation:** Led a Scrum team of .Net developers focused on enhancing Agile practices and code quality for medical and dental claims applications.
- **Obstacles:** Aimed to optimize team efficiency, streamline onboarding, and maintain high standards of quality and timely delivery.
- **Actions:** Facilitated Agile ceremonies to boost velocity and transparency, using Jira for deployment tracking and reducing sprint cycle times. Recruited, onboarded, and trained developers at zero recruiting cost, reducing onboarding time by 20% and achieving 100% training effectiveness. Implemented quality initiatives with CI/CD, TDD, pair programming, and automation, using Azure DevOps and Power BI to monitor metrics. Prioritized over 50 epics, features, and user stories with Jira and Power BI for effective backlog management.
- **Results:** Enhanced team efficiency and code quality, reduced onboarding and sprint times, and maintained high delivery standards, driving success in claims processing applications.

HCL AMERICA - Senior IT Technical Project Manager – SAFE**Jun 2016 to Feb 2017**

Led Agile Scrum Release Train for Global Application Development Team

- **Situation:** Steered an Agile Release Train (ART) for a global application development team, coordinating across 15 Scrum teams to drive project success.
- **Obstacles:** Ensured alignment and efficiency across multiple teams while maintaining project consistency and adhering to timelines.
- **Actions:** Managed multiple Scrum teams with 95% alignment to objectives and timelines, utilizing Power BI to visualize metrics and improve delivery consistency by 30%. Facilitated Scrum ceremonies—including standups, sprint planning, backlog grooming, sprint reviews, retrospectives, and PI planning—boosting team efficiency by 20%. Collaborated with senior management for milestone achievement, providing real-time insights through Power BI to support decision-making. Leveraged ServiceNow, Jira, SharePoint, Confluence, and ITIL to streamline communication, enhance workflows, and promote continuous improvement.
- **Results:** Enhanced delivery consistency and team efficiency, enhanced data-driven decision-making, and established a collaborative environment, driving high-performance outcomes for the ART.

MULTIPLAN – Director of Applications**Aug 2014 to Aug 2015**

Director of Technology: Spearheaded strategic technology initiatives to accelerate project timelines, optimize \$5M+ in investments, and align digital transformation with business goals, driving Agile excellence and software quality.

- **Situation:** Tasked with expediting project timelines, optimizing technology investments, and aligning business requirements with digital strategies to improve software quality and Agile performance.
- **Obstacles:** Managed tight timelines, streamlined resource allocation, and expanded Agile capacity while maintaining high software quality standards.
- **Actions:** Delivered a pre-production cloud-based testing environment a month early, collaborating with the infrastructure team to reduce delays. Contributed to \$5M+ technology investment optimization discussions, eliminating redundancies and implementing best practices, reducing operational costs by 15%. Partnered with business leaders to align requirements and drive a digital transformation strategy, using Jira, Microsoft Project, SharePoint, and Confluence for efficient resource management. Focused on CI/CD and change management to improve software quality and accelerate timelines. Expanded Scrum teams from 3 to 6 in six months, boosting team capacity by 50% and increasing throughput by 30%.
- **Results:** Enabled early testing delivery, improved resource efficiency, reduced costs, and improved team capacity, supporting timely, high-quality Agile execution across initiatives.

VHA VIZIENT - Senior Project Manager**Aug 2013 to Jan 2014**

Facilitated Agile Scrum Ceremonies and Optimized Big Data Project Processes

- **Situation:** Tasked with leading Agile Scrum ceremonies and enhancing processes for big data projects to boost operational efficiency and transparency.
- **Obstacles:** Needed to maintain high sprint completion rates, streamline big data project processes, and ensure timely incident response.
- **Actions:** Facilitated Agile ceremonies, collaborating with Product Owners to prioritize backlogs and create burn-down charts, leveraging Azure DevOps to improve project velocity and transparency. Applied ITIL best practices to big data projects, using ServiceNow to optimize workflows and increase process efficiency.
- **Results:** Attained a 98% sprint completion rate, elevated operational efficiency by 25%, and reduced incident response time by 20%, driving effective project execution and process optimization.

CORELOGIC - Senior Project Manager**June 2012 to June 2013**

Led End-to-End Project Management to Deliver On-Time, On-Budget Results

- **Situation:** Managed comprehensive project management, including planning, coordination, scheduling, development, and CI/CD to ensure timely, on-budget delivery.
- **Obstacles:** Managed diverse stakeholder expectations maintained clear cross-unit communication, and proactively addressed potential project risks.
- **Actions:** Tracked and communicated action items and milestones, effectively managing expectations for clients, team members, stakeholders, and management. Built strong relationships with business units to support collaboration. Monitored projects closely to identify and mitigate risks early.
- **Results:** Delivered projects within scope, time, and budget, strengthened cross-functional relationships, and enhanced project resilience through proactive risk management.

LPS NATIONAL FLOOD – App/Dev Manager – Senior Software Developer**June 2005 to Jan 2012**

Managed .Net Web Application Maintenance and Enhancements for Flood Insurance

- **Situation:** Led maintenance and enhancements of .Net web applications for flood insurance, prioritizing deployment speed and application reliability.

- **Obstacles:** Balanced high-quality standards with optimized deployment efficiency and timely project delivery across multiple teams.
- **Actions:** Leveraged Azure DevOps for version control, CI/CD, and automated testing, reducing deployment times and boosting reliability. Led a team of over 5 .Net engineers, analysts, and developers, achieving 95% on-time project delivery and 99% adherence to quality standards. Directed CI/CD pipeline development and resource allocation, improving deployment efficiency by 25% through streamlined process management, change control, and versioning in Azure DevOps.
- **Results:** Secured 100% on-time delivery, maintained application reliability, boosted deployment efficiency, supporting continuous business operations and high-quality project outcomes.

EDUCATION, CERTIFICATIONS, AND HONORS

Executive MBA, Business Management – Texas A&M University, Commerce, Texas 2013

BBA, Accounting – Texas A&M University, College Station, Texas 1986

BBA, Information Systems Business Analysis – Texas A&M University, College Station, Texas 1986

Project Management Professional (PMP) | PMI

Agile Certified Professional (PMI-ACP) | PMI

Certified Scrum Master (CSM) | Scrum Alliance

Certified Agile Coach (CAC) | Chicago State University

Certified Scrum Fundamentals (CSF) | Scrum Alliance

Certified Scrum Product Owner (CSPO) | Scrum Alliance

ITIL v3 & v4 Foundation Certification | CSME

Certified SAFE 4 Agilist (CSA) | Scaled Agile Academy

Six Sigma Black Belt, Green Belt, and Yellow Belt Certifications | Six Sigma

Beta Gamma Sigma Honors | Texas A&M

SOFTWARE EXPERIENCE

Proficient in a wide range of technologies and tools, including Microsoft Online, .Net Framework, C#, Java, Microsoft Office Suite (Word, PowerPoint, Excel, Visio), UML, Jira, Rally, ADO.Net, SharePoint, Confluence, Microsoft Azure DevOps (ADO), TFS, Asana, Power BI, ServiceNow, AWS, Azure, Google Cloud, Microsoft Dynamics 365, NetSuite, Salesforce, Workday, Microsoft Project, and Smartsheet. Skilled in utilizing these platforms to optimize project management, software development, and cloud-based solutions across various industries.

EARLY CAREER

Held Software Developer/Analyst positions at leading companies including Price Waterhouse (PWC), Sammons Communications, Beryl Corporation, JC Penney, Sabre, and McKesson Corporation, contributing to successful software development, system analysis, and project execution across diverse industries.

STRENGTHS

Cross-functional Global IT team leadership
 Strategic Planning & Business Development
 Lean Process Improvement and Risk Mitigation
 Budgeting, Planning, Forecasting, Delegation
 Agile, Scrum, Kanban, Dev-OP, QA, Agile Coach
 Team Leadership & Collaboration
 Customer Relationship Management (CRM)
 Stakeholder Relationship Management, Communication and Influence
 Software Development Life Cycle (SDLC)
 Project Management Life Cycle
 Adaptability to Diverse Project Needs
 Mentorship and Team Development
 Proactive Problem-Solving and Innovation
 Change Management Expertise
 Strong Technical Acumen Paired with Business Insight
 Commitment to Continuous Learning and Improvement