

Executive Summary

Strategic change-oriented technology leader with 20+ years' financial services industry leadership experience in transformation leadership, program and project management, business performance improvement, Information Technology strategy and system implementation. A metrics-oriented executive with strong background in enterprise program / project / transformation / change management having personally managed or led teams driving over 70 programs with an aggregate budget in excess of \$500 million.

Recognized for a driven but collaborative leadership style, proactive approach, and keen ability to effectively translate complex operational concepts into tangible action plans. Strong executive presence and communication skills capable of blending big-picture viewpoints with tactical considerations to inspire, build trust, enable effective decision making, and achieve growth.

Hands-on entrepreneurial Change Agent leader with a collaborative "servant oriented" management style recognized for transformation change management, business process improvement, program and project management, systems implementation, and IT effectiveness influencing business goals and metrics.

- ❖ 89% of first year projects completed after establishing a PMO for a large US insurer
- ❖ Reduced annual IT costs over \$800M across multiple companies using project and change management
- ❖ Complete one-year maturation of a struggling IT project operation in a \$40M clinical research organization
- ❖ Consulting and Systems Integrator P&L up to \$100M, global teams of 200+
- ❖ Key industries served: Financial Services, Insurance, Healthcare

Professional Experience**Biorasi, LLC**

Chief Information Officer

SVP Process & Technology, 11/2019 – 10/2020

Accountable for corporate technology and enterprise business process improvement.

- ❖ 9 months to turnaround an immature IT operation
- ❖ 1 week to Work From Home conversion during pandemic with zero productivity impact
- ❖ Introduced new competitive technology (eVisit, eCalendar, client reports / dashboards)
- ❖ Industrialized enterprise analytics and reporting function
- ❖ Created an industry first application of project management concepts to accelerate and improve complete Work Breakdown Structures for end to end 21CFR Part 11 compliant clinical trial planning

Infosys Consulting

Healthcare Partner, 10/2016 – 10/2019

Key accountabilities include healthcare management consulting services strategic direction, P&L management and delivery oversight. I served as the US health insurance leader driving business development and delivery for IT strategy and business process improvement, complex digital Project and Program Management and Governance, PMO development and maturity, operational excellence, and engagement turnaround.

- ❖ Six months to first release after turning around a failing Agile digital transformation program to implement Salesforce to reduce end to end cycle time for sales and Large Group client implementation by 45 days (50%) for a large US insurer
- ❖ Led transformation program readiness and Value Management Organization (VMO) solution development
- ❖ Developed transformation vision and established best practices for a large US hospital and physician group

Capgemini

Vice President, 04/2011 – 06/2016

Over 300% YOY growth through professional services P&L oversight, project delivery oversight, governance, and quality, client relationship, and leadership team development. I served as a recognized SME for complex healthcare Project and Program Management, PMO development, portfolio planning, business process development and digital transformation / innovation excellence, and engagement turnaround.

- ❖ Accountable for the creation and lead of an Agile-based PMO that successfully completed 89% of funded projects and acquired and trained over 100 project professionals in its first year of operation (\$300M budget) that served nearly two dozen stakeholders
- ❖ \$200M in annual compliance fines prevented with analytical process improvements and mobile and cloud computing technology for a large US insurer using Pega technology
- ❖ \$150M annual spend reduction after Design Thinking by deploying analytics, process and technology to transform legacy HIPPA related document management systems
- ❖ 25% production time improvement in four months by using Six Sigma and project management techniques to recover a failing document production outsourced operation producing millions of benefit booklets for a large US insurer
- ❖ 42% speed to market and \$10M annual spend improvement by overseeing a Lean Business Process Outsourced (BPO) document production operation
- ❖ Zero defects detected in UAT and production for a contract and document migration program for a US health payer documentation transformation initiative
- ❖ Applied an Agile, Scrum-based Program Management COE for a multi-state health insurance company

Ernst & Young

Senior Manager, 07/2004 – 04/2011

P&L metrics accountability overseeing the delivery of Information Technology risk advisory services, program and change management, operations excellence through governance, control, and risk assessment, and system implementation client service. Expert in applying industry trends and leading practices to drive business value.

- ❖ 400% reduction in sales prep cycle time by introducing Agile-based project management, enterprise governance, and Six Sigma techniques to drive process optimization
- ❖ Program Director for claims transformation and Guidewire ClaimCenter Agile and Waterfall methodology-based systems implementation program for a large UK-based insurance carrier. Follow the sun model with 22 hours per day operational development with over 120 employees across three continents
- ❖ Led an M&A PMO that successfully completed 100% of prioritized post transaction integration Information Technology and finance initiatives in 12 months
- ❖ Successful completion of large-scale post acquisition Information Technology integration; client received internal board of director's award for excellence and leadership skills

TransUnion

Director of Technology (CTO), 11/2000 – 01/2004

A member of the Executive Team responsible for development administration of all internet-based consumer-facing technology supported business initiatives for a US credit-reporting agency that maintains consumer credit information. Led company technology vision and strategic initiatives, budget and engineering operations, technology policies with emphasis on protecting regulatory consumer data and reliable and accurate system processing.

Accountable for the technology business case development, budget development, implementation, recruiting, resource management and mentoring, and vendor management. Accountable for internal consulting IT governance including design and operation of technology risks and controls, portfolio and project management including project scheduling, risk and issue management, and value measurement.

Served as company liaison to Legal and Compliance and central IT. Supported two acquisitions and multiple partnerships. Acquired patent based on new credit data-based method. Managed technology staffing, vendor contracts and partnership, contract negotiation, risk management, relationship building, and budget management.

- ❖ Introduced a Project Management Office COE founded on CMMi principles delivering six significant new online consumer credit products in first 10 months
- ❖ Designed and operated company first Project Management Office (PMO) with a focus on measurable business metrics value creation and continuous improvement through talent and process management demonstrated through status and financial reporting

- ❖ Supported product development strategies delivering revenue in excess of \$60MM in first three years of operation
- ❖ Introduced SOA based enterprise architecture with top management support. Was able to maintain tight alignment between business and IT initiatives through web-services supporting business processes
- ❖ Acquired a patent for a credit-based monitoring service

Education

Masters Degree, Computer Science (1999), DePaul University, Chicago

Bachelors Degree, Psychology (1992), California State University, Northridge

Project Management Certification (PMP), Project Management Institute (PMI)

Lean Six Sigma Green Belt, Northern Illinois University

Certified in the Governance of Enterprise IT (CGEIT), ISACA (Former)

Certified Information Systems Auditor (CISA), ISACA (Former)

Patent and publication details available upon request.