

LINSONJUDE NAVAL

35 Henderson Street • Arlington, MA 02474

Highly adaptive Senior Program Manager with expertise in managing health/digital service-related multimillion-dollar contracts. Built trusted stakeholder relationships, and led high-performing, collaborative teams to drive efficiency and measurable results. Will leverage highly transferrable skills upon joining.

SUMMARY OF SKILLS

- Over 15 years of consulting, digital services/IT management and client management experience.
- Flexible project and program manager with skills and experiences in multiple fields including problem solving, technology, health and healthcare, communication, metrics development and monitoring, budgeting, financial projections, risk management, root cause analysis, contract management, resource management, proposal writing, high-level presentations, coaching, training, process mapping, continuous improvement, coordination, collaboration and prioritization.
- MBA from Northeastern University with agile certification and deep project management capabilities.

EXPERIENCE

AD HOC LLC

June 2022-Feb 2025

Senior Program Manager

Arlington, MA

- Managed three government digital services contracts valued at over \$59 million by optimizing stakeholder relationships, controlling costs, and ensuring customer satisfaction.
- Supervised, coached, and developed three teams with over 45 cross-disciplinary staffers in total, which included hiring, training, resource management, and conducting performance reviews.
- Maintained compliance with complex contractual requirements including invoicing and reporting.

ATHENAHEALTH

Oct 2020 – June 2022

Platform Integration Program Manager, Integration Services

Watertown, MA

- Spearheaded integration delivery processes, managing expectations and deliverables across teams with a focus on AthenaHealth's APIs and Salesforce Communities Dashboard.
- Led multiple high-profile go-lives, including a global launch with stakeholders from New Zealand, India, England, and the U.S.

INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)

July 2015 – Oct 2020

Senior Project Manager

Boston, MA

- Designed and executed project workplans to achieve stakeholder goals, strengthening client relationships through diverse deliverables including trainings, webinars, reports, and dashboards.
- Organized large-scale events around healthcare and the science of improvement, such as IHI Immersion and the Scientific Symposium, hosting 400+ attendees, 100 posters, and 24 presentations annually.
- Led the development of a complex healthcare website, translating stakeholder needs into technical requirements, resulting in a 37% increase in unique monthly visitors.

BRIGHAM AND WOMEN'S HOSPITAL

May 2014 – June 2015

Senior Consultant

Boston, MA

- Performed extensive data analyses across 52 departments for the hospital's benchmarking system
- Performed financial, operational and demand analyses for multiple hospital department to find and propose improvement options such as better utilized team huddles and scheduling.

NORTHEASTERN UNIVERSITY (DEPT. OF VETERANS AFFAIRS)

Feb 2014 – May 2014

Research Assistant

Various locations

- Conducted interviews with Veterans Affairs hospital staff to identify best practices and performance gaps with particular focus around supply chain issues.

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COVIDIEN

June 2013 – Jan 2014

Global Sourcing Analyst – Corporate Residency Co-op

Mansfield, MA

- Delivered sourcing insights for the Supplier Relationship Management initiative, assisting in strategic decision-making thereby preventing production downtime.
- Led the preliminary Request for Proposal (RFP) process to identify a new market intelligence vendor.

DELOITTE CONSULTING LLP

April 2008 – Aug 2012

Senior Consultant (previous: Consultant and Analyst)

Washington, DC

- Conducted risk and quality assessments for 41 programs within the U.S. Department of Health and Human Services.
- Audited state grant awardees for the Dept. of Energy (DOE) to prevent fraud, waste, and abuse of funds.

EDUCATION

NORTHEASTERN UNIVERSITY

Boston, MA

- D'Amore-McKim School of Business, MBA, Beta Gamma Sigma (Honor Society) – Graduated

UNIVERSITY OF MASSACHUSETTS-AMHERST

Amherst, MA

- Communication and Political Science, BA – Graduated

SKILLS

MS Office Suite (Word, Excel, Powerpoint, Access); MS Project; Tableau; Google Drive (Docs, Drive, Forms, Gmail, and Sheets); Google Slides, Prezi, HTML computer language; Salesforce; Adaptive; PowerBI; Workday; UnaNet AthenaNet/EPIC EMRs, Zoom/Webex/Teams video conferencing, Confluence, JIRA, Asana, Waterfall and Agile project management approaches

CERTIFICATIONS

Certified Quality Improvement Associate, Certified SAFe 6 Agilist, Workflow Specialist Certificate (Asana)

AWARDS

Deloitte Collaboration Award, DOE CFO Award, AthenaHealth Standing Ovation Award