Annie C Ahern, MA, PMP

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Strategic Technology Leader

An accomplished, dynamic leader with over 20 years' experience leading diverse teams in large scale custom software shops, system integration, legacy retirement, deployment, big data and project/program management combined with more recent advanced psychological education, seeking a dynamic position to utilize a great balance of deep technical skills, strategic business skills, human relation and motivation skills, with strategic and human capital insight, and focus on business stability and profit margin growth.

Technically Skilled Leader with an outstanding record in Information Technology enterprise delivery and deployment, combined with strategic leadership, road mapping, technical integration with HR/people systems and senior project/program management. Deep knowledge and experience in the Data Analytics/Business Intelligence arena including mobile apps. Proven ability to create strong key relationships across large enterprises, crossing multiple platforms of technologies and business areas in diverse and ever-changing environments. Remarkable ability to create highly motivated, productive, communicative, and collaborative technical and business teams delivering strong, on-time results with very low or no production defects. Very strong with integrating business, technology and operations clients, with the project and program objectives to focus on delivering a high quality product in reduced time to market that meets the clients business needs. Ability to foster a positive, inclusive, enjoyable, productive, professional environment in the midst of tight deadlines, tight budgets, dispersed geographical locations, and changing objectives while staying focused on company's overall vision.

Key Strengths

- Deeply experienced Data Analytics/BI Leader
- Proven Strategy/Integration/Delivery Leadership
- Road-mapping of technology, business & processes for strategy/sales/proposals/migrations/retirements
- Accomplished people developer, mentor & coach
- Business Intelligence incorporation into existing systems and in designing new functionality
- Proposal work, SOW, RFP response, P&Ls/pro forma
- Proven excellence in getting to the heart of the matter
- Enterprise initiatives, ERP, PSoft, NetSuite
- Vendor & partner management – local, US & offshore

- Strong Program/Project Manager/SCRUM Master
- Talent acquisition, retention, training & development
- Highly skilled communicator/public speaking
- Robust handoffs to customer and maintenance teams
- Integrity, strong customer relationships, dependable
- Product/Program development, repeatable frameworks, process improvement & innovation
- Customer satisfaction and engagement focused
- Influencer, creative/critical thinker; problem solver
- Proven ability in foreseeing, defining & mitigating risk
- Open & approachable; manage work, lead people

Professional Experience

BI Director, Arkansas Medicaid Eligibility & Enrollment, eSystems, Little Rock, AR   **2017 – Present**
Creating and leading teams for eSystems first foray into Reporting, Data Warehousing, Data Analytics and Business Intelligence. Proof of concept stand up of the Cúram BI Module to integrate with the Cúram Eligibility for evaluation. Taking basic, flat, operational reporting using Infomatica with very limited use of Cognos 11, into robust BI capabilities while educating the client and the consulting firm on Information Management to support data driven business decisions in places where data has not been seen as a resource. Writing proposals; responding to RFPs. Bringing expertise in Master Data Management, Data Governance, Data Warehousing, Metadata, Data Modeling concepts, and Data Organization/Retention to Arkansas Medicaid in a methodical and well-planned approach to grow as the needs of the business are realized.

Principle Consultant, Loblolly Consulting, Austin, TX   **2017 – 2017**
Lead consultant refreshing and rebuilding the Enterprise Information Management/Business Intelligence practice for a boutique IT consulting and contracting firm. Writing proposals for bids on work, placing, and organizing teams in Texas government agencies for all types of Data Governance, Data Architecture, Enterprise Architecture, Master Data Management, Metadata, Data Modeling, and Data Roadmapping while building the framework for an Enterprise Information Management/Business Intelligence practice for a large state agency.

IT Executive/Life Coaching, traveling across the USA   **2015- 2017**
Combining decades of high tech work and a recent psychology degree, I launched my own business based on my skills as a Coach, coupled with my deep IT expertise. Partnered with several IT Executives struggling to meet yearly objectives including sales, high employee retention, and productivity, while balancing a personal life; senior level managers with

goals to move into the C-Suite, and other non-tech clients. Enjoyed great success with my clients, aligning and clarifying their goals, visions, and personal mission statements. Experientially learned that while I thrive in and excel at accountability partnering, transformation, surpassing limitations, giving honest, direct, kind feedback, and supporting people in meeting their stretch goals (84% attainment rate), that I do not want to own my own business that is based solely on my own expertise long term.

Director, Enterprise Resource Planning, Western Carolina University, Cullowhee, NC   2013 - 2015

Leader of the applications teams that included Banner support staff, custom interface and reports developers, web developers and the DBAs (27 resources). Charged with modernizing systems while educating the non-technical staff/faculty on newer technologies and leading design effort of migration to mobile applications wherever possible. Managed 50 individual major software application projects, and 750 minor modifications to successful completion and campus wide adaptation. Oversaw analysis/repair of over 425 production defects across the campus, retiring 3 legacy systems. Road-mapped antiquated technologies used throughout campus and past end of life data center hardware. Evaluated, proposed, and deployed some modules of People Tools and Net Suite to work with Banner (all Oracle) and led design/build on integration. Introduced use of existing Banner modules with added Net Suite wrappers like workforce management, resource allocation/contention and workflow packages through cycle to trainings. Created training and drove adoption of entire IT staff to project and program methodologies in creating repeatable normalized processes, SDLC methodologies (waterfall, agile, hybrid, POC), testing including UAT, data dictionaries, peer reviews, database security, version management, normalizing tables, secure deployments complete with back out plans, forecasting needed resources and fostering strong customer relationships. Management activities included introducing performance reviews, honest feedback cycles including customer feedback, performance improvement, communication, follow through and accountability in 7 departments.

Accenture, Inc., Chicago, Illinois   1998 - 2013

Senior Delivery Manager, Data Analytics Enhancement Team, Texas Medicaid, Austin, TX   2010 - 2013

Leader in the Data Analytics areas of a custom software shop in support of all claims processing systems for Texas Medicaid. Managing multiple complex software modifications through deployment and client adaption with teams of Business Analysts, Software Engineers, and Project Managers while managing tight deadlines and budgets; many driven by legislation. In first year of this role, defects introduced to production fell by over 40% while maintaining CMMi level 4 rating and a very low defect rate. Well versed in SOA, MITA, ITIL. Key resource in mapping out modernized system proposals to the State of Texas for complete overhaul/rewrite of the MMIS. Creator and coach for the oral proposal presentation to other States. Played key role on Strategic Teaming to win contract and expand services. Created and led 8 member MMIS data governance board, MDM, PIM for business, technical, and public sectors comprised of key client and internal members from executives to developers. Authored 100s of SOWs, charters, risk/issue logs & systems, RFPs/responses, escalation chains, POCs on ecommerce, project/program plans, WBSs, project/program plans & schedules, RACIs, deployment plans with collision points, deployment diagrams, new technology roadmaps, back out plans, contingency/mitigation plans, change management strategies/schedules, detailed budgets/proposals, workflows, reports/dashboards, turnover/training artifacts.

Lead Data Architect/Senior Program Manager, Texas Medicaid Healthcare Partnership, Austin, TX   2008 - 2010

Led initiative to establish a true Data Management practice through establishing Data Governance, data modeling, standards, practices/principles, and Data Architecture. Introduced PIM (Infomatica & Akeneo). Established data practice protocols for system processing several million healthcare claims a week. Formed a partnership with high level State customer task force to establish the goals, mission, and best practices from industry to insert these Data Practices into legacy environment and proposed the accepted strategy to executives. Formed a Data Architect Team to support this initiative and worked to modify all deliverable templates and to roll out enterprise wide training, FAQ's, standards and Best Practices. Developed standards for deployment activities around data warehouses, data marts, and databases, including standard take down and restart. Formed and led a 23 member data management team comprised of client directors, architects, developers, and end client users. Customers now using our newly designed Data Warehouse, Executive Dashboards, and reports to make critical fiscal decisions and forecasting and opened the possibility of ecommerce for Medicaid Providers. Passed all CMMI 4 audits in this data initiative while playing key role in technical mapping and proposals for new hardware and winning new work.

Senior Technical Implementation Manager, Texas Medicaid Healthcare Partnership, Austin, TX   2007 - 2008

Led the technical phases of an enterprise wide effort to consolidate all of the reporting capabilities of the various systems on the many HHSC of Texas campuses, and to retire several systems. Formed partnerships with various agencies that historically had not been aligned, to gather consolidated reporting requirements, to approve design, and work closely with

technology through deployment, staff training, and adaptation. This project gave HHSC the ability to retire several legacy systems for a net savings of over $3 million annually, while enhancing the reporting capabilities and vastly improving quality. Created a progressive mapping for legacy systems to Data Warehousing web apps that has been re-used for several proposals to other states for Medicaid and for integrated eligibility systems for Medicaid and other state funded benefits. Designed trainings for client directors/executives, crosswalking retired legacy to new system capabilities. Managed simultaneous minor and major releases, while retiring pieces of legacy systems with real and virtual teams while maintaining on time and budget delivery with <4% production defect rate. Generated methodologies for repeatable standards and practices for 50 resources around code versioning and lock down to deploy to test and production.

User Acceptance Testing Lead, Texas Medicaid Healthcare Partnership, Austin, TX   **2006 - 2007**
Led the effort for UAT for system wide use of the National Provider Identifier number. This change impacted every single system and database, data mart and data warehouse within it, the claims engine, prior authorizations and provider claim payments. Organized UAT to do an initial pass with our internal Operations customers to uncover defects and potential User pain points before the End User was engaged and changed to interactive testing strategy. This approached uncovered 97% of the defects found in the UAT phase before client End User involvement. Enterprise wide code changes for NPI were released with a production defect rate of less than 1% for over 4 years. Additionally, due to the widespread changes for deployment, led the set up an Operational User Test box to test unknown deployment dependencies to minimize deployment risks and SLA violations. The Texas Medicaid account and several other healthcare accounts adopted this strategy to maximize effectiveness and customer confidence in Accenture's ability to deliver a high quality product under tight legislative deadlines, SLAs and KPIs.

System & Readiness Acceptance Testing Lead/Senior PM, Texas Integrated Eligibility, Austin, TX   **2005 - 2006**
Established strategy and led the testing team in a massive startup of complex systems designed to provide a single processing point to determine eligibility for Medicaid, TANF, Food Stamps, CHIP and other assistance programs in Texas. Key leader in hiring 1000+ resources in 7 months. Built and managed 80 person software testing team running system testing, performance testing, UAT, operational readiness testing, and trading partner testing resulting in successful implementations through transition from the previous vendor. Created all test phase deliverable templates, training and processes including establishing trading partner testing communications and strategies. Selected testing tools and oversaw the setup of 9 integrated testing environments and code migration through to production and back to build servers for refresh of base for new builds. Defined formal handoffs and training from testing team through deployment to production, and back over to internal maintenance teams for ongoing support.

Data Warehouse and Enterprise Reporting Lead, Texas Integrated Eligibility, Austin, TX   **2005 - 2006**
Led the Data Warehousing initiative in an extremely complex and politically charged start up in Texas. Created strong business and technical team to build an Enterprise Data Warehouse for all HHSC assistance initiatives and client base. Completed detailed re-design of IE data warehouse resulting in cost savings of $8 million for client. Led redesign efforts on data marts/reporting to condense 550 formatting options into single GUI. Led design sessions, established data governance, and proposed a data modeling process that flowed directly with the SDLC. Created deployment protocols for use into differing levels of testing environments and into production. Completed the detailed design of the Data Warehouse to save the State of Texas over $8 million dollars annually. Additionally, tasked with setting up 300 operator call center in San Antonio to support the IE transition as we didn't yet have call center expertise on the project.

Application Architect, Data Warehousing, BellSouth Project, Birmingham, AL   **2001 - 2005**
Technical Designer and Lead of three small data warehousing systems. Recognized available data did not support Direct Sales or growing contractual services. Worked with Direct Sales Managers and Accenture Contracts to determine the needs of both staffs and built 3 small systems to fulfill those needs. Technical integration of HR/People systems into warehouse. Within 6 months, direct sales increased 22% by providing real time data into the DW from the legacy system, and the data was then sourced to calculate sales forces compensation and to create proposals for gaining work for Accenture. Systems gained CMMI level 4 rating, passed all Sarbanes-Oxley audits with a less than 2% production defect rate for over 5 years.

CABS System Test Lead & Performance Testing Architect, BellSouth Project, Birmingham, AL   **1998 - 2001**
Led technical testing effort for the Carrier Access Billing System which bills several million dollars a month. Responsible for all system testing activities including defect management, managing code releases to the system test environments, packaging code for release into production, escalations, avoiding SLA violations, testing data, benchmark testing, smoke testing and rigorous performance testing in this CMMi level 4 rated shop. Reduced the defect rate by 55% from the previous 3 year period while avoiding 23/7 SLA violations.

Department of Energy, Oak Ridge Tennessee Nuclear Reservation   **1992 - 1998**
World Computer Systems, Project Manager, HAZWRAP, Oak Ridge, TN   **1995 – 1998**
Managed hazardous waste clean-up projects funded by the DOE directing the schedule and multimillion dollar budgets in coordination with the Army Corp of Engineers, several construction crews, and hazardous waste contractors. Worked closely with hydrologist, geologists, nuclear engineers, structural engineers, and hazardous waste cleanup crews. Managed five simultaneous waste remediation projects with $20+ million budgets. Directed successful completion of 45 projects with $500,000+ budget each. Coordinated project teams of 30-50 military, government, civilian and community members. Ran field projects made up of private contractors and government representatives in 9 states. Won first "Subcontractor of the Year" awarded by the DOE, partially due to saving one project over $1 million with creative corroboration between projects.

Sci-Tek, Software Developer and Federal Conference Coordinator, Oak Ridge, TN   **1992– 1995**
Developed databases for an open platform project management system that could accommodate the many moving parts and sub-teams that make up a hazardous waste cleanup project team. Also served as a Conference Coordinator setting up Federally Mandated training on reclamations, abatement and clean up procedures and policies that were approved by the DOE and required to retain certifications.

Education/Training

MA Counseling Psychology, Specialty in Soul Centered Leadership and Education, University of Santa Monica, 2012
BS Information Technology with Minor in Business Administration, Shepherd University, 1991
Project Management Professional and Six Sigma Certifications
Key trainings 2010-2017: Data Management & Governance, Ultimate ERP, SOA Architecture, Business Data Modeling,
Coaching Executives, Project Management in Chaos, Nonviolent Communications, CRM Delivery, The Art of Customer
Relationships and Sales, Executive Leadership Academy (Accenture), Moving Big Data and Leveraging Relationships.
https://www.linkedin.com/in/annie-ahern-ma-pmp-486b283
~References Available Upon Request~