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**Director-Level Technical Program Manager | Enterprise Data & PMO Leader | Contract
& FTE Ready**

Senior Technical Program Manager with 15+ years delivering enterprise SaaS, data, and operational automation initiatives within Medicare, DTC digital marketing, and regulated finance environments. Proven leader across 4-7 Agile teams, owning roadmaps, capacity planning, portfolio-level governance, release readiness, and audit-grade delivery. Known for accelerating reporting pipelines, strengthening post-sale revenue accuracy, and improving delivery predictability across cross-functional stakeholders.

- Enabled audit cycles with zero findings across Finance and Engineering
- Improved delivery predictability across 4–7 Agile teams during peak AEP cycles
- Accelerated data reconciliation and reporting for post-enrollment revenue assurance

CORE COMPETENCIES

- PMO Leadership / Technical Program Management (TPM)
- Agile, Scrum & Kanban Delivery
- Jira Governance, Advanced Roadmaps & Intake Design
- Capacity, Velocity & KPI Reporting
- Data Platforms & BI Enablement
- Release, Change Management Governance
- Audit Readiness & Revenue Assurance
- Cross-Functional Stakeholder Leadership

PROFESSIONAL EXPERIENCE

TRANZACT (formerly Cignium / subsidiary of Willis Towers Watson) Fort Lee, NJ

Senior Technical Program Manager (Director Level Scope) | 2020 – 2026

Lead end to end delivery of high visibility finance, data, and operational programs supporting Medicare Advantage and DTC insurance products

Key Responsibilities & Impact

- Led 4-7 cross functional Agile teams (engineering, data, QA, finance, ops), aligning delivery against quarterly roadmaps and executive priorities
- Owned Jira governance, intake workflows, and Advanced Roadmaps, improving work visibility, prioritization accuracy, and delivery predictability across Finance & Administration domains

- Drove capacity planning, velocity tracking, and KPI reporting, enabling leadership to forecast throughput and balance KTLO vs Project initiatives
- Coordinated release management and CAB readiness across mission critical systems during peak enrollment periods, minimizing production risk during AEP cycles
- Acted as primary liaison between Engineering, Finance, Compliance, and Executive leadership, translating technical delivery into business outcomes

Key Programs Delivered

Scalable Data Infrastructure & BI Enablement (2023-2024)

- Led delivery of Databricks and Apache Airflow pipelines supporting post enrollment data reconciliation and reporting
- Reduced reporting turnaround from days to hours, enabling faster revenue validation and executive decision-making
- Partnered with Data Engineering and Finance to align pipeline outputs with audit and carrier reconciliation requirements

Commission Reconciliation & Audit Framework (2022-2024)

- Delivered an enterprise workflow to track commission discrepancies, align carrier reporting, and support external audit readiness
- Supported audit cycles with zero findings across Finance and Engineering while strengthening compliance posture ahead of regulatory reviews

PMO & Jira Process Transformation (2021-2023)

- Redesigned Jira configuration and standardized Kanban workflows across Finance domain teams
- Reduced intake ambiguity, improved cycle time visibility, and increased team velocity through consistent governance and reporting

Annual Enrollment Period (AEP) Readiness & Release Governance (2020-2023)

- Coordinated system readiness, release scheduling, and cross team dependencies during peak Medicare enrollment periods
- Maintained delivery stability across high volume, time sensitive operational windows

Cignium Technologies (Subsidiary of TRANZACT) – Fort Lee, NJ | Jun 2011 – Dec 2019

Project Manager / Release Manager / QA Engineer

Progressed through increasing leadership responsibility across QA, release management, and project delivery

- Managed end-to-end SDLC delivery for enterprise insurance and marketing platforms
- Led QA automation initiatives using Selenium and SoapUI, improving release confidence and defect detection
- Coordinated CI/CD pipelines (TeamCity, Octopus) and release calendars across distributed teams
- Partnered with business stakeholders to translate requirements into executable delivery plans

TECHNOLOGY ENVIRONMENT

Program & Delivery: Jira, Confluence, Advanced Roadmaps, Smartsheet, MS Project

Data & BI: Databricks, Apache Airflow, SQL, Power BI, Hadoop

QA & Release: Selenium, SoapUI, CI/CD, TeamCity, Octopus Deploy, GitHub

Methodologies: Agile, Scrum, Kanban, Waterfall

EDUCATION

Bachelor of Science – Technical Management (Project Management Concentration)

DeVry University, North Brunswick, NJ

CERTIFICATIONS & AFFILIATIONS

Available upon request