

Brian Taylor Johnson, PMP

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PROFESSIONAL EXPERIENCE

Cigna, Windsor, CT/Santa Monica, CA/Atlanta, GA

April 2016 to Present

Software Engineering Senior Manager, Cigna Digital

05/2018 - Present

- Promoted to lead the implementation of digital analytics on Cigna's principal digital assets and serve in a consultative role to promote the adoption of analytics best practices and technologies for assets owned by other across the enterprise
- Accountable for the data and solution architecture to capture detailed, yet anonymized data on customer interactions and segmentation data from across a broad array of web services connected to backend data sources and actual customer actions
- Developed and drove the technical migration strategy for digital analytics on myCigna as the site's user experience was redesigned and the technology platform shifted from IBM WebSphere portal to a single page application (SPA) coded in Angular with a Node.js backend
- Reengineered quality assurance practices by building a testing automation strategy and hiring quality engineers to execute the strategy with the aim of increasing team velocity by significantly reducing manual delivery/business acceptance testing
- Manage team of eight direct reports in various functional roles (scrum master, project manager, full stack engineers, and quality engineers) advising them on day to day work, as well as coaching on career growth and work/life balance

Project Manager, Web IT – Customer Solutions Group

11/2017 to 04/2018

- Led the project team receiving the CEO's Quarterly Champion award for integrating the Cigna Behavioral Health digital experience into myCigna so customers are able to access all of their benefits in one location
- Appointed as the IT digital asset manager for myCigna– one of Cigna's most heavily trafficked web assets which 30+ million customers use to view healthcare coverages, claims, account balances, and wellness programs
- Responsible for ensuring the digital marketing and technology strategies for myCigna are executed across all projects that may impact the web asset and partner with other organizations to course correct projects if necessary
- Communicate myCigna project portfolio outlook (project statuses, financial position, and strategic alignment) internally to Web IT leadership and externally to business partners, enterprise project managers, and IT executives
- Drive resolution of external obstacles for multiple Web IT delivery/scrum teams; obstacles may include delays in dependencies owned by another organizations, gaps in funding, new requirements, or technological limitations
- Determine project delivery timeline with Web IT delivery leads/scrum masters to align with digital product manager prioritization and ensure proper resource capacity

Systems Analysis Manager, Web IT – Customer Solutions Group

04/2016 to 11/2017

- Selected to oversee the design, build, and implementation of web portal solutions for the Cigna One Guide® program – a multiyear, strategic enterprise initiative to increase customers' engagement with their health plans
- Brainstormed with digital product managers to understand the key objectives of the program and identify functional solutions on the myCigna web portal to deliver a customer experience supporting those objectives
- Facilitated user story workshops (USW) that brought together digital product managers and application development resources to efficiently design and architect solutions
- Guided Program Increment (PI) planning for scrum team by partnering with digital product managers to prioritize, estimate, and schedule work in the form of user stories for each PI (10 weeks)
- Innovated to define and document how to integrate the desired user experience (UX) from the digital product managers with the backend systems and data sources
- Architected integration services that compiled data from multiple distinct sources into a single output to implement core telemedicine and personalized messaging functionality on the myCigna customer web portal
- Delivered all required scope on time in October 2017 without major issues or fallout

Novelis, Atlanta, GA

April 2015 to March 2016

Global IT Program Manager, Finance & Legal – Global IT Applications

- Served as the single point of contact in Global IT Applications for the Finance and Legal business functional units
- Owned production support for all Finance and Legal global applications including Hyperion EPM, commodities trading platforms (Trinity/OHS), treasury workstation (IT2), and trade confirmation platform (ICE eConfirm)
- Presented project business case and gating sessions to senior leadership including C-level executives to secure approval for project chartering and progression
- Led joint application design (JAD) sessions for projects and small enhancements to finance applications
- Negotiated and executed vendor/professional services contracts for project needs with global procurement team
- Conducted all projects in accordance with Novelis Project Management Methodology (PMM)

Cigna, Windsor, CT/Atlanta, GA

May 2009 to March 2015

Project Management Senior Specialist, Web IT PMO – Customer Solutions Group

01/2014 to 03/2015

- Worked in an emergent agile development environment, leading daily stand up meetings, sprint planning, and sprint retrospectives
- Developed Project Management Office reporting capabilities and scorecards utilized to communicate the status of all projects in the Web IT portfolio to business leaders, project sponsors, and other key stakeholders
- Performed project management work in accordance with the SDLC while modifying it to mesh with transitioning to the agile development methodology best practices
- Collaborated with stakeholders from all phases of the SDLC (business analysts, systems analysts, developers, and quality assurance) to resolve blocks and issues throughout projects

Business Analyst Senior Specialist, Web IT PMO – Customer Solutions Group

03/2013 to 12/2013

- Forecasted an annual \$10 million baseline/operations labor plan for an organization consisting of over 100 onshore and offshore resources, as well as over 50 full time employees
- Independently prepared and presented monthly scorecards outlining year-to-date financial dispositions for both labor and non-labor dollars to the organization's senior leadership and provided written commentary regarding additional revenue streams and projections
- Maintained the organization's project portfolio, comprised of approximately \$25 million in business-funded IT projects, by verifying that labor forecasts were in line with estimates provided to project managers and reporting on material variances
- Designated as point of contact to work with the Cigna enterprise strategic sourcing team to plan and execute multiyear onshore/offshore contingent workforce contracts

Project Management Specialist, Web IT Operations – Customer Solutions Group

11/2011 to 02/2013

- Spearheaded all inbound and outbound SSO connections on the myCigna, MyCareAllies, and CignaforHCP customer/provider facing portals through all SDLC phases (plan, design, development, test, implement)
- Cultivated strong business relationships with clients, third party benefits administrators (TPAs), and vendors as the point of contact for initiating new SSO connections and production support on existing connections
- Tracked progress of multiple in flight SSO connections and led weekly status updates with architects, developers, testers, and business stakeholders
- Assigned production support tickets to developers and performed vendor outreach to triage reported customer issues

Application Development Specialist, Web Content Management – Customer Solutions Group

07/2010 to 10/2011

- Confirmed incident occurrence by recreating issues through the use of monitoring and Customer Experience Management (CEM) software and performed subsequent root cause analysis for each of the issues identified
- Documented solutions by writing implementation and contingency plans; assigned resources to resolve incidents and implement enhancements
- Assembled a team of cross-functional resources, including business analysts, systems analysts, developers, database administrators, and delivery managers, to implement customization deliverables
- Supported Web IT delivery and production support releases for the myCigna customer portal to ensuring successful content deployment and checkout

Technology Early Career Development Intern (TECDP), Change and Release Management

06/2009 to 07/2009

- Served on the Change Advisory Board (CAB) performing risk analysis and oversight on enterprise infrastructure change requests in accordance with ITIL (Information Technology Infrastructure Library) best practices
- Enhanced existing change impact reports which showed the frequency and trend of incidents causing outages with a spotlight on high severity, high impact incidents; reports used in weekly meetings to review team performance

Awards/Recognition

Cigna CEO's Quarterly Champion

June 2018

- Project Manager and lead for Cigna Behavioral Health (CBH) migration to myCigna, Cigna's customer digital asset
- Selected as one of a handful of teams companywide to win the prestigious award and join the Executive Leadership Team (ELT) in New York City for the annual CEO's Champions banquet
- Teams/individuals are chosen based upon the impact the work had to customers and clients, as well as company performance

Cigna LEAD IT

April 2019 – March 2021

- Nominated and accepted by senior leadership into Cigna's LEAD IT development program for experienced professionals
- Two-year, cohort-based program that Cigna IT uses to build a leadership pipeline through self/peer assessments, instruction from qualified talent/management consultants, and networking opportunities

CERTIFICATIONS

Project Management Professional (PMP)

Certified June 2014

TECHNICAL COMPETENCIES

Productivity: Microsoft Office (Word, Excel, PowerPoint, Visio, OneNote), Hyperion EPM

Web Analytics/Monitoring: Adobe Analytics, Adobe DTM, Launch, IBM Tealeaf CX

Development: jQuery, JavaScript, SoapUI, Postman, HTML, CSS, Java, REST/SOAP services, XML, JSON

Cloud: AWS S3, AWS Cloudfront, AWS Polly, AWS Rekognition, RedHat OpenShift

Big Data/Database: Hadoop Hive/Impala, Structure Query Language (SQL), Oracle DB, Microsoft Access

Collaborative: Microsoft SharePoint, Rally (Agile Central), Version One

Project Management: Microsoft Project, Clarity Portfolio Project Management

Quality Assurance/Production Support: ObservePoint, HP Service Manager, HP Quality Center, JIRA

Other: IBM Tivoli Federated Identity Manager (TFIM), Interwoven TeamSite, Citrix XenApp/Receiver

EDUCATION

Georgia Institute of Technology, Atlanta, GA

Expected November 2019

Professional Certificate, Full Stack Coding Boot Camp

- Six-month, rigorous (ten hours of instruction per week, plus outside assignments) professional education program focusing on current application development technologies
- Applied and enrolled in this program to stay up to speed with current technologies and to better support my team of full stack engineers
- Technologies in scope: JavaScript, jQuery, React, Node.js, Express, MySQL, MongoDB, AJAX

University of Georgia, Athens, GA

July 2010

Terry College of Business

Bachelor of Business Administration, Management Information Systems

- **Teaching Assistant Coordinator (Fall 2009 – Summer 2010):** managed scheduling for all teaching assistants and lab instructors; planned lab curriculum and prepared materials for
- **Teaching Assistant (Spring 2008 – Summer 2010):** tutored undergraduate students for Introduction to Information Systems in Business (MIST2090), graded class assignments, and proctored exams
- **Lab Instructor (Spring 2008 – Summer 2010):** prepared lesson plans, instructed intermediate Microsoft Excel & Access labs (20-30 students), and administered lab practicals