

CAROLYN JANKOWSKI

Strategic Program/Project Management
and Business Transformation

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Professional Summary

Strategic Program Management professional with 10 years of experience specializing in business transformation and process reengineering. Expertise in designing and implementing innovative strategies that streamline operations, enhance productivity, and drive competitive advantage. Adept at stakeholder engagement and communication, ensuring buy-in at all organizational levels. Demonstrates a keen ability to mentor and build cohesive teams dedicated to achieving project objectives and delivering value.

Skills

Program Management: Program Management, Project Management, RACI, Risk Management, Strategic Alignment, Stakeholder Management, Executive Level Presentations

Transformation: Target Operating Model Design, Strategic Outsourcing, Technology Transformation, Change Management, Digital Transformation, Process Improvement

Leadership: Team Management, Mentoring, Strategic Planning

Technical Skills: Python, Machine Learning, Deep Learning, Large Language Models, Generative AI, Data Visualization, Tableau, Power BI, AWS

Employment History

- Consultant

Indicators Group (Remote) | Middletown, New Jersey

Jan 2018 – Present

 - Led the transition from Excel to Python for client data ingestion and processing, reducing deliverable turnaround time by 80%.
 - Implemented data governance and dynamic dashboards in Power BI and Tableau, cutting report generation time by 30%.
 - Drove the exploration and integration of AI technologies within operations alongside engineers, contributing significantly to shaping a robust digital transformation plan.
- Director, Operational Excellence

Emblem Health | New York, New York

Sep 2015 – Jan 2018

 - Implemented Lean Transformation across operations through process efficiency, KPIs, mindset change, and voice of the customer.
 - Directed and coordinated a cross-departmental business transformation project, leveraging data-driven decision-making and process reengineering to identify \$2.4M in annual cost savings.
 - Streamlined reporting processes, reducing preparation time from one week to one day using automation.
 - Identified and eliminated operational bottlenecks across departments by leveraging data analytics and process engineering.

Associate Vice President

Apr 2014 – Sep 2015

Moody's Investors Service

- Played a key role in planning a 4-year technology transformation project, overseeing the modernization of analytical tools for ratings delivery.
- Developed transformation timelines and core deliverables through workshops, ensuring alignment with strategic objectives and senior stakeholder engagement.
- Collaborated with internal experts and external consultants to identify process inefficiencies, leading workshops that integrated targeted solutions into an overarching transformation plan.

Manager, Business Transformation & Outsourcing

Apr 2007 – Apr 2014

PricewaterhouseCoopers, LLP | Florham Park, New Jersey

- Successfully launched a US-based service delivery center, reducing administrative overhead by 20% through effective outsourcing strategies.
- Led a comprehensive overhaul of the finance department in an Indian service delivery center, aligning with global standards and improving reporting accuracy.
- Automated procurement processes, achieving a 50% reduction in processing time and eliminating fraudulent activities.
- Directed proof-of-concept projects to optimize search capabilities, enhancing data integration and knowledge management across business units.

Education

M.S. in Industrial Engineering

May 2015

New Jersey Institute of Technology | Newark, New Jersey, United States

M.A. of Project Management

Aug 2008

Keller Graduate School of Management | Schaumburg, Illinois, United States

B.S. in Finance

May 2004

Rutgers University | New Brunswick, New Jersey, United States

Certification

Data Science Certificate

Jun 2018

Galvanize

PMP

Aug 2008 – Aug 2014

Project Management Institute

Six Sigma Black Belt

Sep 2008

Villanova