COREY HEERMANN

Senior Program and Operations Leader, Scrum Master, AI Certified, Microsoft Alum
Healthcare and Public Sector, Enterprise Transformation and Compliance, Continuous Improvement
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Summary

Mission-driven Senior Program Manager, Operations Leader and Scrum Master with over 20 years of helping teams navigate complexity, deliver meaningful outcomes, and build work environments where people are encouraged. Leading through ambiguous, high-pressure spaces, bringing clarity, structure, and calm leadership, uniting cross-functional teams and simplifying the complicated. Results include a $22B contract for the DoD, industry leading uptime for Seattle Children's Hospital, and exceptional customer satisfaction rating at Microsoft. A servant leader, with a commitment to delivering results that improve experiences for customers, partners, and teams alike.

Skills

- Program and Portfolio Management
- Agile and Scrum Methodologies
- Compliance Program Leadership (NIST, RMF, HIPAA, GDPR, CUI, SOX, CAN-SPAM)
- Cross-functional Team Leadership
- Change Leadership and Digital Transformation
- Financial Planning and Budget Management
- Risk Management and Mitigation
- Continuous Improvement and Operational Excellence
- Release Management and Engineering Workflow Optimization
- Azure DevOps (ADO), Jira and Confluence, GitHub
- Hardware-Software Integration

Experience Highlights

Independent Consultant: Program Delivery and Technical Growth— December 2021 to Present
Washougal, WA (Remote & Hybrid)

- Earned certifications in Generative AI for LLMs and Professional Scrum Master (PSM) in 2025, ranking in the top 3% of ChatGPT users for applied learning in AI.
- T-Mobile contract Release Manager for IoT Tracker firmware, learned tech quickly, and aligned cross-functional hardware/software teams for new GTM product. Used Jira for Agile tracking.
- PeaceHealth contract Product Manager and Scrum Master, ramped-up quickly, structured Epics, drove Scrum ceremonies, accelerated content ops 46+ pages/day across 95 service lines, enhanced Azure DevOps and clarified priorities ensuring team delivery.
- Led a systems-oriented infrastructure transformation project, delivering energy supply 8x and performance upgrades saving energy use 86% after identifying the top root causes, unlocking new revenue in under 30 days.

Senior Associate, Regulatory Advisory — January 2020 to November 2021
CORTAC Group, Issaquah, WA
Led compliance and regulatory delivery (NIST/RMF/CUI) for a $480M AR/VR defense initiative.

- Partnered with engineering, RMF cohort and DoD to establish the accreditation boundary for the system.
- Constructed Risk Management Framework (RMF) program roadmaps in Confluence, making 800+ security and compliance controls and milestones visible to drive cross-team clarity, streamline audit readiness, and accelerate accreditation reviews.
- Assembled a policy and procedure framework in Confluence for the program to streamline reviews and audits.
- Results led to $22B in DoD funding by documenting diligence and making the work visible to the client.

Manager, Web Services and Architecture — May 2011 to July 2019
Seattle Children's Hospital
Directed DevOps for Internet & Intranet, unifying web strategy across clinical, research, and philanthropy divisions.

- Analyzed telemetry to eliminate obsolete technologies, achieving 98% adoption of modern platforms and establishing a strong portfolio with enforceable SLAs across critical systems.
- Modernized infrastructure by creating the hospital's first commercial-grade internet data centers with failover systems; then, transitioned from bare metal to Azure cloud, boosting CMS performance 5x and reducing hosting costs by 88%.
- Re-architected staffing, vendor mix, and fiscal operations within 90 days, forming a hybrid CAPEX/OPEX model and driving efficiency. In one year alone, managed 20 vendors, four data centers, 82 projects with 310 operational dependencies, returning surplus OPEX through efficiency.
- Implemented Jira and Confluence to embed Lean and continuous improvement, formalizing project governance across multidisciplinary teams and stakeholders.
- Orchestrated comprehensive cybersecurity program, fortifying internet systems against over 1,000 attacks annually, evidenced by unsuccessful Red Team penetration testing, and bolstered stakeholder confidence.
- Led CMS upgrade and responsive redesign, reducing codebase by over 90% and consolidating hundreds of templates into a modular system. Increased mobile speed 25%, desktop speed 20%, and mobile UX 55%.

Senior Product and Program Manager — April 2000 to May 2011
Microsoft
Started in Support and grew into technical program roles through continuous learning.

- Launched MSDN Subscriber Support pilot, introducing scalable self-service tools that drove broader adoption across Microsoft developer platforms.
- Built and scaled Microsoft's global MVP Program from the ground up, replacing fragmented spreadsheets with a custom CMS + CRM + ERP system. Led Agile-driven expansion by 250%, backed by a $2M contextual inquiry to ensure global usability and SOX compliance.
- Amplified MVP engagement to 89% and achieved the highest customer satisfaction score across all Microsoft web properties by launching a multilingual content strategy and syndication APIs, driving 1M+ impressions per quarter.
- Transitioned into a technical PM role without prior domain expertise by ramping up on PlayReady DRM architecture and Azure DevOps. Shipped PlayReady Server SDK v1.0 through 9 pre-release builds, aligning engineering and business priorities to meet contractual delivery.
- Led PlayReady's first SAFe-style release planning, coordinating four product stacks through a cut-to-fit effort. Made a unified roadmap that improved executive decision velocity and earned praise from the Product Unit Manager as "…the best planning this org has done in 5 years…".
- Directed global content strategy for Microsoft's SMB division, covering 40+ products. Rebased KPIs using voice-of-customer insights, reducing COGs by 44% and accelerating time to market by 88%.
- Managed fiscal planning maintaining ±3% budget variance through strong oversight and operational efficiency.

Certifications

- Professional Scrum Master – Scrum.org.
- Generative AI for Large Language Models – Coursera (Deeplearning.AI and Amazon Web Services).

Publications & Recognition

- GitHub: showing growth learning GitHub, cataloging AI, and related growth efforts.
- Recommendations available on LinkedIn www.linkedin.com/in/coreyhe.
- Seattle Children's Top Performer, Microsoft VP Gold Star.

Education

- University of Puget Sound, B.A. Economics.