



# ALLEN WALKER

## BRIDGING SYSTEMS & STRATEGY

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www.allenwalker.info



### SUMMARY

**Program leader** with 20+ years driving enterprise transformations across SaaS, healthcare, and transportation. Skilled at aligning technology and business teams to deliver organizational goals.



### DOMAINS

#### BUSINESS & STRATEGY

- Program Management
- Business Development
- Application Management
- Workflow Automation
- Release Management

#### PROGRAM DELIVERY

- Agile, Scrum, Waterfall, Hybrid
- ITIL & ALM
- PMI / PMBOK

#### INDUSTRY EXPERIENCE

- SaaS & AI
- EV Infrastructure & Construction
- Healthcare IT & Pharma
- Real Estate & Prop. Management

#### TECHNOLOGY & TOOLS

CRM: Salesforce, HubSpot  
EHR/ERP: Epic, SAP  
Planning: MS Project, Asana, Jira  
Coding: VBA, SQL, Python, R

### STRATEGIC IMPACT



#### DIRECTED \$6B MEDICAL BILLING PROGRAM FOR 35K+ USERS

Drove timelines, delivered change, and executed go-live with zero critical errors. Led team of 50+ analysts.

#### ALM PORTFOLIO SERVING 100K+ USERS

Governed full application lifecycle, aligned business needs to IT roadmaps, improved uptime, and drove SLAs.

#### LED REVOPS AND DELIVERY FOR FORTUNE 100 CLIENTS

Aligned systems and teams to improve onboarding outcomes and CSAT.

### EXPERIENCE



#### FOUNDER & ORGANIZER

Bay Area Connectors, 2024-Present

#### CUSTOMER EXPERIENCE PROJECT MANAGER

Ford, 2022-2024

#### STARTUP FOUNDER & CEO

Porchlight Services, 2019-2022

#### RELEASE MANAGER

UC Davis, 2019

#### TECHNICAL PROJECT MANAGER

Northwestern Medical, 2016-2018

#### ALM MANAGER / SYSTEMS ARCHITECT

Kaiser Permanente, 2012-2016

#### REVENUE CYCLE PROJECT MANAGER

Kaiser Permanente, 2011-2012

#### SUPPLY CHAIN PROJECT MANAGER

Amgen, 2009-2010

#### TECHNICAL PROJECT MANAGER

Cedars Sinai, 2008-2009

### EDUCATION

#### UNIVERSITY OF SOUTHERN CALIFORNIA

BA - Economics

BA - East Asian Languages and Cultures

#### CALIFORNIA STATE UNIVERSITY, FULLERTON

MBA - Entrepreneurialism

# PROFESSIONAL EXPERIENCE

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## STARTUPS & PROJECTS

www.allenwalker.info

2023-Present

Portfolio of projects and startup ventures detailed at [www.allenwalker.info/projects](http://www.allenwalker.info/projects).

## FOUNDER & ORGANIZER

Bay Area Connectors

2024-Present

- Founded and scaled a networking organization fostering innovation and professional growth across the SF Bay Area tech ecosystem
- Mentored startup founders providing insights and guidance on GTM strategy, pitching & fundraising, and providing access to professional network of over 3,000 contacts.
- Organized monthly in-person events attracting technologists, investors, and thought leaders; grew reach through strategic marketing
- Built sponsorships and partnerships with high-impact stakeholders to deliver value-driven programming and collaboration
- Directed event operations including logistics, speaker curation, and audience engagement, maintaining high satisfaction rates
- Managed vision, operations, and sustainability while cultivating an inclusive, cross-sector professional community

## CX PROJECT MANAGER

Ford Motor Company

2022-2024

- Led EVSE deployment programs for Fortune 100 fleet clients—managing onboarding, vendor coordination, and field execution to reduce fuel costs and emissions
- Aligned with sales and RevOps teams to streamline deployment workflows, accelerate onboarding, and improve post-sale customer experience
- Tracked customer data and deployment metrics in Salesforce—improving visibility across lead times, change orders, and install readiness
- Collaborated closely with Customer Success Managers to identify process gaps, track escalations, and drive resolution of client-facing deployment issues
- Provided on-site support and SaaS/hardware troubleshooting to ensure smooth installations and resolve issues in real time
- Delivered customer insights to product teams—flagging field issues and proposing enhancements to improve experience and adoption

## STARTUP FOUNDER & CEO

Porchlight Inspection Services

2019-2022

- Launched and ran a hands-on real estate services startup—delivering inspections, full-cycle property rehabs, and investor consulting services
- Managed everything from architectural planning and permitting to swinging a hammer, digging foundations, and coordinating subcontractors to get projects over the finish line
- Led sales, deal sourcing, and business development—building a HubSpot 2,000+ contact network and converting investor leads into recurring revenue
- Acted as construction manager for rehab projects—balancing timelines, budgets, and quality while solving daily execution challenges across multiple sites
- Delivered high-trust client experiences through detailed inspections, clear reporting, and end-to-end visibility for homeowners and investors alike
- Owned the digital presence—running SEO, content, and marketing strategy to drive inbound lead generation and build brand credibility

## **RELEASE MANAGER**

UC Davis

2019

- Oversaw Epic quarterly release cycles for self-pay workflows—reviewed release notes, validated functionality in test environments, secured business signoff, and ensured documentation and training readiness for go-live
- Managed production support and enhancement backlog—overhauled a disorganized register of 100+ legacy items by reclassifying priorities and aligning issue resolution with revenue impact
- Introduced agile-inspired backlog hygiene practices to replace arbitrary classifications with high/medium/low tiers, enabling clearer prioritization and delivery focus
- Facilitated cross-functional issue triage and resolution between IT, Epic, and operational leaders to support business-critical workflows

## **TECHNICAL PROJECT MANAGER**

Northwestern Medicine

2016-2018

- Led Epic PB/HB revenue cycle implementation across a \$6B health system—managing parallel workstreams, vendor coordination, and multi-phase system integration
- Directed a cross-functional team of 30+ analysts, consultants, and contractors—driving project delivery on schedule and within budget
- Managed QA execution and defect resolution across integrated and UAT cycles—ensuring quality standards and alignment with business requirements ahead of go-live
- Ran collaborative design workshops to define future-state billing workflows, secure stakeholder alignment, and guide technical build execution
- Delivered cutover planning and go-live execution across tiered deployment waves—minimizing operational disruption and accelerating adoption
- Spearheaded automation of payment posting and reconciliation using custom logic in Hyland OnBase—integrating 26 systems (Epic, PeopleSoft, TrustCommerce) to reduce manual input and ensure data accuracy
- Deployed charge edit automation strategy with Optum Claims Manager—cutting coder workload by 50%, reducing denials, and capturing additional revenue through intelligent error detection
- Managed rapid deployment of 900+ credit card terminals across the health system—coordinated logistics, system config, and go-live in a 48-hour window

## **SYSTEMS ARCHITECT**

Kaiser Permanente

2014-2016

- Architected and maintained Epic PB/HB configuration across 17 production environments ensuring scalability, data integrity and alignment with HIPAA, SOX and GAAP-compliant billing standards
- Designed and optimized system integrations between Epic PB, clinical, and financial platforms enabling secure, audit-ready end-to-end workflows
- Designed and implemented automated charge reconciliation processes handling over 300k/month transactions
- Built automation frameworks and reusable components in VBA and Epic Text to support enterprise reporting and reconciliation processes, reducing manual effort by 40+ hours/week
- Developed Epic Text-based scripts for system health and maintenance, standardizing uptime monitoring and improving system reliability
- Partnered with stakeholders to evaluate and implement 3M Computer-Assisted Coding, overseeing configuration, integration, and deployment into Epic workflows.

## **IT APPLICATION MANAGER**

Kaiser Permanente

2012-2014

- Owned ALM and production support for claims editing, submission, and routing systems supporting \$60B in annual revenue across 8 regions
- Managed \$4.4M annual budget across apps, vendor contracts, and production support staffing—led hiring, RFPs, and SLA enforcement
- Oversaw onshore/offshore support teams and incident response models—integrated real-time support with existing Epic EHR help desk operations
- Directed 24 Claims Manager upgrades and go-lives in 18 months—aligning infrastructure, testing, and vendor delivery with ICD-10 and compliance milestones
- Led vendor relationships with Optum, Relay Health, Epic, and CSC—negotiated pricing, scope, and service performance
- Engaged executives and front-line teams to prioritize business needs—translating goals into scalable technical and operational solutions
- Managed and mentored 4 FTEs—established skill development tracks, retention plans, and cross-training programs

## **REVENUE CYCLE PROJECT MANAGER**

Kaiser Permanente

2011-2012

- Managed and oversaw deployment of Epic Resolute Medicare Advantage Risk Adjustment Transmission initiative across 8 Kaiser regions. Initiative launched to meet updated CMS Medicare Advantage claim reporting requirements impacting over \$5B of yearly revenue.
- Developed, managed, and maintained comprehensive project plans to meet global project timelines, deliverable schedules and Project Management Office (PMO) reporting requirements across build, testing, deployment, go-live and post go-live support.
- Led solution design and technical meetings with subject matter experts across multiple disciplines and workstreams. Obtained buy-in and approvals from user groups on system and workflow changes.
- Managed tracking and reporting of project risks, issues, and assumptions. Collaborated with project leadership teams, Project Management Office (PMO), and technical staff to overcome project roadblocks and proactively resolve project concerns.

## **C E R T I F I C A T I O N S**

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### **ITIL Foundations (V3)**

2009

### **Epic Resolute Professional Billing**

2014, Expired

### **Epic Resolute Hospital Billing**

2017, Expired