

Randy L. Kendel

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PROFESSIONAL SUMMARY

Chief Information Officer with over 14 years of extensive expertise in driving business transformations and product innovations. Demonstrates a strong ability to align technical solutions with strategic business goals, excelling in Agile, Lean Methodologies, and Business Process Optimization. Recognized for leading cross-functional teams to deliver high-impact projects across defense, healthcare, financial services, and technology sectors, with a vision for future growth and innovation.

CORE SKILLS

- Product Management | MVP Development | Roadmap Planning | Data Analytics
- Project & Program Management | Agile (Scrum/SAFe) | SDLC | Lean Methodologies
- Cross-functional Leadership | Stakeholder Management | Strategic Planning
- Risk Management | Compliance (HIPAA, PCI DSS, SOX) | Business Process Optimization

PROFESSIONAL EXPERIENCE

SUN LIFE FINANCIAL

Associate Director Sr Project Manager | Remote

July 2023 - Present

- Directed post-acquisition integration projects, optimizing business processes and reducing operational costs.
- Delivered new product innovations that fueled sustainable growth and improved market positioning.
- Recognized for leadership in delivering projects on-time and within budget, leveraging technical expertise and collaboration.

KUHMPPEL INC

Founder | Remote

February 2024 - Present

- Developed a political engagement platform that enhances accountability and civil discourse, successfully reducing toxicity in political discussions.
- Spearheaded product development, driving user engagement at both local and national levels.

AMAZON WEB SERVICES (AWS)

Product Manager - Technical | Remote

August 2022 - June 2023

- Led AWS global expansion through the creation of Seller of Record entities, ensuring legal compliance and reducing tax exposure in new markets.
- Improved customer trust and cross-border transaction efficiency, driving revenue growth.

CVS HEALTH

Sr Manager, Release Train Engineer | Woonsocket, RI

October 2019 - August 2022

- Led the CVS Digital Immunizations program, creating a seamless COVID-19 vaccination journey by integrating digital and in-store experiences for enhanced customer convenience.
- Managed a \$15M budget and directed over 100 professionals to deliver high-impact healthcare solutions.

Advisor Project - Program Management

August 2018 - September 2019

- Played a key role in CVS's acquisition of Aetna, leading integration efforts for innovation projects.

- Guided multi-million-dollar programs aligned with business growth strategies and improved healthcare outcomes.
- Navigated complex challenges in stakeholder management, technology integration, and regulatory compliance.

FINTELLECT SOFTWARE INC

Founder

January 2016 - March 2020

- Led product development for a software company, creating solutions that enhanced small to medium-sized business operations.
- Developed features to improve customer engagement and online reputation by addressing user pain points through feedback-driven innovation.

KENDEL CONSULTING LLC

Principal Consultant/Owner

January 2011 - January 2019

- Delivered expert consulting services across healthcare, financial services, and retail, leading high-profile digital transformation programs for clients like CVS Health.
- Partnered with senior leaders to drive growth, compliance, and tech integration.

CVS HEALTH / XSELL RESOURCES

Project and Program Manager (Contract) | Woonsocket, RI

April 2015 - July 2018

- Directed delivery for CVS's Digital Innovation Lab, collaborating with industry disruptors and startups.
- Managed high-impact projects, co-developing disease management solutions using connected devices.

CITIZENS BANK / RUOTA CONSULTING

Program Manager (Contract) | Cranston, RI

November 2014 - February 2015

- Delivered complex regulatory and technical programs, coordinating enterprise-wide initiatives under tight deadlines.

DENTAQUEST / GUIDEIT

Senior Project Manager (Contract) | Charlestown, MA

May 2014 - November 2014

- Led the re-implementation of a core claims processing platform, driving efficiency gains and reducing operational costs.

BLUE CROSS BLUE SHIELD RHODE ISLAND

Project Consultant - Information Security (Contract) | Providence, RI

July 2012 - May 2014

- Provided implementation leadership for a secure online registration portal, ensuring compliance with industry standards.

ADDITIONAL EXPERIENCE

Senior leadership and delivery experience across multiple industries, including **KPMG, Fidelity Investments, Dell**, and the **United States Air Force (Communications Systems Planning and Implementation)**. Focused on technical leadership, agile project management, and delivering results in high-pressure environments.

CERTIFICATIONS

- Scaled Agile Framework (SAFe) | Certified Scrum Master (CSM) | Release Train Engineer (RTE) | Lean Portfolio Management (LPM) | SAFe Scrum Master (SSM)

EDUCATION

- Bachelor of Science in Information and Computer Science (In Progress) | Park University