Randy L. Kendel

Warwick, Rhode Island 02886 | 401-484-2831 | randy@kendelconsulting.com | linkedin.com/in/rkendel/

**Product and Startup Visionary | Strategic Leader | Business-Lead Innovator**

Dynamic leader with a track record of delivering high-ROI projects by blending technical expertise with strategic execution. Proven in driving business transformations, product innovations, and seamless post-acquisition integrations. Skilled at aligning technical solutions with business goals while leading cross-functional teams across healthcare, financial services, and technology sectors.

# 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 strategic 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.

## KUHMPEL 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, delivering a seamless COVID-19 vaccination experience through digital tools.
* 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 all facets of product development for a software company aimed at enhancing small to medium-sized business operations.
* Developed software solutions that improved customer engagement and online reputation management.
* Translated customer pain points into innovative software features based on feedback.

**KENDEL CONSULTING LLC**  
**Principal Consultant/Owner | January 2011 - January 2019**

* Provided expert consulting services across various industries, including healthcare, financial services, and retail.
* Led high-profile programs for clients like CVS Health, focusing on digital transformation and technology integration.
* Partnered with senior stakeholders to deliver mission-critical initiatives that drove growth and compliance.

**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 consulting and project management roles across multiple industries, including **KPMG, Fidelity Investments, Dell**, and the **United States Air Force**. 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