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.

## 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, 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