John D. Malone, Jr. MBA, CSM

Program Manager

❖ Strong cultural competency and sensitivity.
❖ High level of honesty, respect, dependability and flexibility.
❖ Excellent interpersonal and verbal/written communication skills.
❖ Detail oriented person who thrives in collaboration with team members and end-users.
❖ Skilled problem identifier and troubleshooter demonstrating business intelligence to bridge technology and business goals to create process efficiencies.

Key Benefit Administrators, Inc. - Indianapolis, IN.

Key Benefit Administrators (KBA) is one of the largest, privately held third-party administrators (TPA) in the country. KBA, licensed as a TPA, services a large variety of group benefit plans and provides various functions such as policy issue, billing and collection, customer service, claims and Section 125 administration.

EDI Systems Product Owner / Scrum Master / Project Manager – June 2015 – May 2019
Team Partner | Business Process Analysis | Compliance |

- Product Conceptualization and translating ideas into a Product–*New Product Evaluation Rollout* – worked with 3 teams to develop a new internal CRM EDI system to streamline processes, tackle file issues, automating tasks, and file loads. (development team, EDI and Implementation/Customer Service teams) Implementation and continued use resulting in FTE savings of $1.2M.
- Educated and reinforced Agile methodology to team members and stakeholders.
- Product Owner – formed Partnerships across the organization to demonstrate how new system can streamline other work processes – led to 3 other departments/functions using system.
- Created task items in JIRA and assigned work to team members
- Resolve dependencies across teams.
- Used audits of customers input file feeds to determine Process Improvement for future system enhancements.
- SSAE16, HIPPA, SOC audit control responsibility for handling of sensitive incoming/outgoing data. Added Secure Managed File Transfer system to shore up compliance.
- using predictive analyses diagnosed future file changes/orchestration concerns w/internal systems.
- Manage backlog, prioritize resolution of defects/bugs.
- Contributed to system product roadmap planning, project scheduling, managed testing and code releases.
- Identified Gaps in competency levels - Developed analytical skills and increases applications knowledge.
- Mentor, coach, and guide staff, including performance management and career development.
- Led team (infrastructure team, customer service, Business Intelligence) to retain at risk client - gained trust/successful renewal of $1 M annual contract for additional 2 yrs.

✉ jmalone45@gmail.com

📞 317-902-3205

🐦 @JDMalo

in
https://www.linkedin.com/in/john-malone-mba-csm

Strengths
· **Creative Problem Solver**

· **Change Management**

· **Cross Functional Collaboration**

· **Business Process Re-Engineering**

· **Fast-Paced Environments**

· **Mentorship & Coaching**

· **Client Relationship Management**

Fiserv, Inc. Output Solutions - Indianapolis, IN.

Fiserv, Inc. is a global leader in payments and financial technology, including account processing and digital banking solutions, card issuer processing and e-commerce. Fiserv is a member of the S&P 500® Index and the FORTUNE®500 and is among the FORTUNE Magazine World's Most Admired Companies.

Product Owner/Scrum Master/ Program Manager/Project Manager - Financial Print, 2011-2015

Data Analytics | HIPAA Compliance | Post Implementation Review | Risk & Control Reviews | SOX |Due Diligence

- Involved in designing /developing software applications – waterfall, iterative and Agile.
- Introduced Agile methodology to address shrinking resource pool.
- Acted as Scrum Master for Financial Print team applications during transition from waterfall to agile methodologies.
- Promoted to lead team of Composition Programmers, Developers, Project Managers and Business Analyst to lead increasingly complex technology projects.
- Track metrics - Executed and maintained program management processes to identify/prioritize roadmap activities for internal and external customers.
- Analyzed bugs in the capacity of "SME" and worked closely with development team to resolve issues.
- Designed IT Roadmaps for key product offerings and future technology enhancements.
- 15+ years working in a Visa®/MasterCard® certified plant - aligning policies/procedures using process audits along with internal SOC audits to bring best practices– SAS70, SSAE16, SOC audit control responsibility for all Implementations.

Fiserv, Inc. Output Solutions - Indianapolis, IN.

Implementations Manager/Project Manager/Business Analyst- 2001- 2011

- Promoted based on strong Leadership and Service Delivery Management - Responsible for managing growing staff from 10 to 27 Project Managers and Business Analysts due to growing business demands.
- Handled project management, system integration, troubleshooting of applications.
- Redesigned key EOY IRS tax printing program to ensure IRS compliance and cost savings for customers
- Developed initiatives for improved implementation delivery, building capability and enhancements to quality.
- Program Manager for key customer implementations including Healthcare and Financial Industries.
- Calculated and provided early identification of project scope and resources needed.

-Additional experience includes roles in Sales, Account Management and Facilities Management. Designed and created Training Programs for staff development.

Business/Product Skills

Agile Certified Scrum Master – 4+ yrs.

Team/People Management – 15+ yrs.

As-is – to-be Process Modeling 10+ yrs.

Agile User Stories 5+ yrs.

Project Management 15+ yrs.

System Integrations 10+ yrs.

Industries

- **Healthcare**
- **Financial Services**
- **Insurance**

Education & Professional Development

Certified ScrumMaster® 2013

West Virginia University, Morgantown, WV, Master of Business Administration
Marshall University, Huntington, WV, Bachelor of Business Administration, Marketing

Professional Development/Seminars

Emotional Intelligence Training
Lean Training - **Purdue Extension University**
ISACA – Preparing for CISA exam
PMP Exam Preparation Course
Business Process Mapping
Data Analytics for Auditors
Vital Smarts® – Crucial Conversations, Crucial Confrontations