

Magdalene (Jo Yee) Yap

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A strategic and results-driven program manager with 7+ years of experience designing and implementing training programs that enhance engagement, operational efficiency, and leadership development. Adept at leading cross-functional teams and managing multi-disciplinary projects to align with organizational goals and improve business outcomes.

PROFESSIONAL EXPERIENCE

Program Manager, Information Services & Real Estate Strategy Operations

Providence — *Seattle, WA*

May 2023 – Present

- Spearheaded a leadership training program for 30 leaders to develop technical and leadership skills to achieve our 2030 carbon negative goal. Resulted in 23% increase in cross-team collaboration on new sustainable operational processes.
- Identified workforce skill gaps and developed targeted training programs. Launched an internal learning platform and communication plan that increased engagement in development activities by 35%. Ideated and executed a hybrid cross-training talent pipeline program to support 11 non-tech caregivers to break into an IT engineering role.
- Led the development of an automated onboarding program for IT and Real Estate Strategy Operations. Improved new hire retention by 9%, integrated 150+ employees annually, and reported training compliance metrics quarterly to leadership.
- Oversee end-to-end management of a 2-year rotation program for new university graduates and a military internship, managing program experience and professional development curricula resulting in a 50% increase in retention.
- Managed a talent committee of 40 executive leaders, consulting on talent development, resulting in the launch of 4 new hallmark initiatives that increased leadership alignment and increased talent pipeline for critical roles by 14%.

Assistant Director

Master of Science in Information Systems, University of Washington — *Seattle, WA*

Oct 2018 – May 2023

- Designed and executed a three-year corporate partnership strategy based on assessed learning gaps, resulting in 175% growth in partnerships and enhanced professional development offerings.
- Built and scaled Women in Tech Leadership Series for over 1000+ IT professionals. Developed and executed in-person and virtual events and forums. Executed 15+ high impact events resulting in 30% increase in female STEM enrollment.
- Served as Program Director for a 1.5-week study abroad program. Developed a global immersion curriculum for 60+ participants. Secured 20+ corporate partnerships internationally, managed vendor relations, and drove \$70k in revenue.
- Served as Interim Program Director, led admissions strategy for 2023 achieving student enrollment goals by 110%.
- Led education access initiative, including the Jumpstart program for underrepresented professionals in tech. Supervised admissions staff, driving student recruitment, onboarding, and engagement efforts, achieving 100% student retention.
- Consulted tech executives to deliver engaging workshops, trainings, and lectures. Conducted technical and editorial review of training content and assignments. Monitored and assessed training quality, achieving 91% student satisfaction rate.
- Drove a 96% graduate job placement rate by designing an IT career development curriculum and managing the learning management system for 500+ professionals. Curated 75+ multimedia, in-person, and hybrid learning content and events.

Information Technology Audit and Assurance Associate

KPMG — *Seattle, WA*

Jul 2017 - Oct 2018

- Steered client meetings with 200+ process owners. Conducted comprehensive IT audits evaluating system controls, data integrity, and compliance with SOX and regulatory frameworks. Identified and reported 150+ control gaps.
- Assessed IT risks affecting financial controls, identified vulnerabilities and compliance gaps, remediating 30+ issues.
- Standardized documentation processes across teams saving an estimated 80 hours annually.

EDUCATION & ADDITIONAL INFORMATION

ECornell, Project Management Certificate, June 2024

Washington State University, Master of Arts, Strategic Communication, December 2021

University of Washington, Bachelor of Arts in Business Administration, Supply Chain and Information Systems, June 2017

Women in Tech Speaker, Developing Women in Tech Education Speaker at Grace Hopper, September 2022

Dear Premera Blue Cross Hiring Team,

I am excited to apply for the Sr. Program Manager, Skills Building position at Premera Blue Cross. With over seven years of experience developing innovative learning programs and driving strategic talent development initiatives, I am passionate about building a culture of continuous growth and internal mobility—an area where I've led meaningful transformation at both Providence and in higher education settings. Premera's mission to make healthcare work better deeply resonates with my values, and I am inspired by the opportunity to contribute to that vision through impactful talent development strategies.

In my current role as a Talent Pipeline Program Manager at Providence, I have led the design, launch, and facilitation of a wide range of leadership and technical learning programs. Through close partnership with executive leadership and HR business partners, I consistently analyze business needs and skill gaps, translating insights into strategic learning experiences that drive business outcomes. I've also developed resources to promote internal career pathways, helping employees explore new roles and develop relevant skills.

Previously, as Assistant Director for the Master of Science in Information Systems program, I worked directly with C-suite executives to build an experiential learning curriculum focused on leadership in tech. I led admissions strategy, managed program operations, and conducted reviews of training content—achieving a 91% student satisfaction rate and a 96% job placement rate. Whether designing curriculum, leading study abroad programs, or advising on tech skill development, I've consistently brought a strategic and learner-centered approach.

What excites me most about this opportunity at Premera is the chance to bring together my background in strategic planning, adult learning design, and executive collaboration to build programs that not only develop skills but also drive employee engagement, internal growth, and organizational impact. I'm confident in my ability to analyze business needs, deliver innovative learning solutions, and measure their value—all while supporting Premera's commitment to a thriving, inclusive workforce.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to Premera's purpose and talent development goals.

All the best,

Jo Yee Yap