MICHAEL SUTTON, PMP, SA, CSM

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PROFESSIONAL SUMMARY

Solutions Architect and Technical Program Manager with **18+ years** delivering federal healthcare technology, including **15 years supporting CMS** and Medicare modernization programs. Proven **technical volume lead on $500M+ in competitive captures**, combining hands-on expertise in Python, React, FHIR, and GenAI with strategic solution development. Led the **FedHealthIT Innovation Award-winning** Beneficiary Claims Data API—the first federal implementation of HL7 Bulk FHIR. Track record of achieving **"Excellent" CPARS ratings** across multiple federal contracts while growing programs and delivery teams.

PROFESSIONAL EXPERIENCE

Solutions Architect
Bellese Technologies | Remote   *April 2024 – Present*

Lead technical solution development for federal healthcare modernization programs serving tens of millions of users. Partner across BD, product, and engineering teams to translate customer needs into winning technical approaches and production-ready prototypes.

- **Delivered $135M+ in competitive wins** across 6 federal proposals by leading solution architecture and technical volume development; **increased team win rate from 20% to 33%** through differentiated technical approaches.
- Built and demonstrated EHR-integrated Medicare provider enrollment prototype using React, OAuth 2.0, and SMART on FHIR - enabling clinicians to submit PECOS applications directly from EHR workflows, reducing enrollment time from hours to minutes.
- Architected RAG-based proposal content system using Python and LangChain, **reducing proposal cycle time by 20%** and enabling 4-6 additional competitive bids annually.
- Integrated AI-readiness into federal solution designs, including LLM-powered data quality validation, natural language policy analysis, and predictive analytics for Medicare quality reporting.
- Developed technical approaches for CMS modernization opportunities, translating complex regulatory requirements into scalable architecture patterns aligned with federal security and compliance standards.
- Collaborated with capture managers and executives to shape win strategies, competitive positioning, and pricing approaches for high-value federal healthcare opportunities.

Principal Technical Program Manager, Product Operations
Globalization Partners (G-P) | Remote   *December 2021 – April 2024*

Established and led global Product Operations function for an enterprise SaaS platform serving 1,000+ global employers, spanning Product Processes & Tooling, Product Insights, and Change Management.

- Launched Product Insights dashboards using New Relic, Tableau, PowerBI, and Heap Analytics, driving **22% increase in operational efficiency** and enabling data-driven product prioritization.
- Designed end-to-end planning processes in Atlassian Jira, aligning Product, Design, and Engineering to a 12–18 month strategic portfolio roadmap; **reduced planning cycle time by 30%**.
- Implemented ITIL V4 Change Enablement Framework, achieving **zero moderate or high-severity findings** in consecutive SOC 2 and ISO 27001 audits.
- Coached and developed team of 7+ direct reports through quarterly OKR programs; established cross-functional governance enabling coordinated releases across globally distributed engineering teams.

Portfolio Manager (Director of Program Delivery)
Skyward IT Solutions — 8(a) Small Business | Remote   *June 2019 – December 2021*

Led agile digital services delivery across product management, software engineering, DevOps, and human-centered design for five federal program teams with combined revenue exceeding $50M.

- Directed five federal programs (**60+ FTEs, $50M+ revenue**); grew delivery vertical by 25 FTEs through establishing CMMI-certified PMO with standardized delivery processes.
- Achieved **"Excellent" CPARS ratings** across three federal programs in quality, schedule, cost control, and regulatory compliance—directly supporting successful recompete efforts.
- Built system telemetry dashboards using CloudWatch, New Relic, Splunk, and Tableau, achieving **99%+ SLO adherence** across production systems.
- Achieved **100% contract compliance audits** for Firm-Fixed-Price and Time-and-Materials contracts; managed subcontractor relationships with full P&L accountability.

Technical Program Manager

Ad Hoc Team | Remote   *January 2017 – June 2019*

Managed high-visibility CMS modernization programs delivering mission-critical healthcare technology to tens of millions of Medicare beneficiaries.

- Led **FedHealthIT Innovation Award-winning** Beneficiary Claims Data API program ($16M, 25+ FTEs)—launched the first HL7 FHIR-based API for bulk Medicare claims retrieval, establishing the first federal Bulk FHIR product roadmap.
- Managed Quality Payment Program ($45M, 50+ FTEs) delivering RESTful APIs and cloud infrastructure; achieved **99.99% availability** and **91% participation** surpassing forecasted KPIs.

Technical Project Manager

Oracle Opower | Arlington, VA   *January 2016 – January 2017*

Led cross-functional delivery teams configuring Oracle Opower's SaaS energy efficiency platform for six large utility clients ($1M–$10M annual contracts).

- Delivered **12% increase in energy savings (MWh)** year-over-year using Agile Kanban; served as key resource on proposal and solicitation response team.

Technical Project Manager

Aquilent | Laurel, MD   *December 2014 – January 2016*

Managed cross-functional matrix teams through software development lifecycles for HealthCare.gov using Scaled Agile Framework (SAFe).

- Delivered "Window Shopping" Premium Estimation Tool driving **80% increase in enrollment conversions**—the highest-impact feature of the Open Enrollment period.

Technical Project Manager

Synergy Software Design | Washington, DC   *August 2008 – December 2014*

Executed multi-year U.S. Navy modernization program (NAVFAC-EXWC) managing all phases of Agile Scrum SDLC for enterprise web solution.

- Delivered **6% reduction in inspection costs** through process automation; developed technical approaches supporting successful contract renewals over 6-year engagement.

CORE COMPETENCIES

Solutions Architecture & Technical

Cloud Architecture (AWS), API Design (REST), Healthcare Interoperability (FHIR, HL7, SMART on FHIR), GenAI/LLMs & RAG, Microservices, Python, React, JavaScript, SQL

Business Development & Capture

Technical Volume Leadership, Proposal Development, Win Strategy, Competitive Analysis, Solution Development, Customer Engagement, Orals Presentations, Past Performance

Program & Delivery Management

Agile/SAFe/Scrum, Program Governance, Release Management, Risk Management, Stakeholder Management, P&L Management, Vendor Management, CMMI, ITIL

Federal Healthcare & Compliance

CMS/Medicare Programs, CPARS Excellence, Authority to Operate (ATO), FedRAMP, SOC 2 & ISO 27001, Section 508, HIPAA

CERTIFICATIONS

Project Management Professional (PMP) | SAFe Agilist (SA) | Certified ScrumMaster (CSM) | Certified HL7 FHIR Foundational Implementer | AWS Certified AI Practitioner | Shipley POWeRful Proposal Writing

AWARDS & RECOGNITION

FedHealthIT Innovation Award - Beneficiary Claims Data API (Blue Button 2.0), Centers for Medicare & Medicaid Services, 2019

EDUCATION

University of New Haven | Two Bachelor of Arts Degrees | Minor: Business Administration