

Sara Lanton, PhD, PMP, RTE

Senior Program Consultant

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Summary

- Customer-focused, results-oriented professional with over 15 years of diverse experience in leading release/program management in a multi-faceted environment.
- Adept in all phases of SLDC and customer relationship building.
- Significant strengths in cross-functional collaboration to drive effectiveness with ambiguity and a “can-do” attitude.
- Team and customer management experience.
- Highly values continuous learning, empathy, research, and transparency.

Accomplishments

- Led timely cross-functional, distributed, diverse software engineering teams through the Agile, ITIL, SDLC, and lean software development implementations of large-scale programs.
- Successfully transitioned and trained delivery teams from Waterfall to Scrum best practice methodologies in 2 months resulting in improved delivery based on commitment and quality.
- Established new release processes for Sr Facets and Provider Portals implementations, resulting in structured processes, saving the teams time by 31% and lowering production incidences by 62%.
- Successfully collaborated and migrated Lotus Notes applications to Microsoft SharePoint, encouraging sharing of knowledge.
- Implemented an effective Lotus Notes training program for business operations, which resulted in a 20% drop in critical errors while boosting efficiency by 17%.
- Recipient of the Values in Action Award for the successful management and implementation of a critical business endeavor known as 835 EDI/Sr. Facets Project and nominated for Impact Awards from peers.

Experience

Skills

- Agile /Kanban/Scrum Methodologies
- JIRA, Confluence, and SAFe
- MS Office 365/Project/Teams/Visio
- Product, Portfolio, Project, Program Management, and Release Management
- Service Now (IT Service Management)
- SharePoint Portal

Education

Ph.D.

Capella University
Minneapolis, MN,
(Major: Information Technology)

IBM Corp

SENIOR PROGRAM CONSULTANT /Denver, CO 8/2020 to Present

- Owned and managed over 10 complex, large-scale enterprise programs simultaneously in various phases, creating strategic roadmaps, defining milestones, and partnering with diverse, virtual business and IT teams, towards the delivery of clients’ strategic goals.
- Planned future programs, communicated and presented statuses to upper management, deployed program metrics, and mentored other scrum masters/PMs on the Agile Methodologies.
- Executed multiple cloud migration and digital transformation initiatives according to project plans, while building and maintaining strong relationships with clients.
- Orchestrated the digital initiatives where medical records received from vendors integrated into FileNet as the document management solution to allow consumers the ability to retrieve, search, store, view, and update content from certain documents while supporting documents greater than 100 MB file size.

Master of Science in Management
Regis University
Denver, CO,
(Major: Business Management)

Bachelor of Science & Arts
Regis University
Denver, CO,
(Major: Biology & French)

Certifications

- **Project Management Professional (PMP)**, Project Management Institute
- **Certified SAFe 5 Release Train Engineer (RTE)**, Scaled Agile Inc
- **Certified Scrum Master (CSM)**, Scrum Alliance
- **Certified ITIL V3 Release, Control and Validation**, APM Group

Foreign Language

Fluent in French

Volunteer Service

Peace Corps Volunteer
Benin, West Africa

Anthem Inc

SENIOR TECHNICAL PROGRAM MANAGER | Denver, CO 8/2008 to 7/2020

- Facilitated the interconnectivities between multi-year complex programs of up to \$9M, drove technical consensus, risk management, and delivered quality web-based programs.
- Hand-selected to lead a dispersed, virtual team of DevOps for the continuous delivery pipeline, removing bottlenecks.
- Delivered 92% system uptime in production by enforcing quality gates and implementing large group rating engine.
- Coached an agile virtual software engineering team of 14 scrum members, building trust and commitment for the Enterprise Content Services.
- Drove the Agile Release Train programs, ensuring commitments were properly planned, aligned, staffed, monitored, and communicated to stakeholders to deliver cloud-based efforts.
- Owned the Agile process, while leading daily Scrum meetings to remove impediments for the Enterprise Content Management, create/maintained timelines, update progress/obstacles of enterprise programs, and conduct lessons learned for process improvements.

Release Management Senior Advisor | Denver, CO 2/2008 to 3/2013

- Implemented change management methodologies to ensure release delivery of client-facing applications are compliant with Enterprise best practice.
- Evaluated release packages, dependencies/risks, and launched products. Send release communications to stakeholders of feature highlights, statuses, and impacts.
- Acquired 100% first pass rate from SOX pre-screeners, indicating accuracy, and timeliness.
- Executed the delivery of 84 different project initiatives in a single year, plus resolved 37 production support tickets, while delivering 4 urgent requests within the first quarter.

Technical Business Systems Advisor | Denver, CO 1/2007 to 1/2008

- Defined, gathered, translated, and wrote business requirements into a technical specification design to meet the customers' strategic goals.
- Trained junior analysts, new hires, and vendor groups in enterprise procedures, analysis, technical writing, traceability matrix, and drove rigorous testing.

Research Publications

- A Multi-Case Study: The Challenges of ITIL and NON-ITIL Release Management (2019)
- Assessing Service Quality of Workers Compensation Claims Management in a Third Party Claims Organization (2004)