

Sara Lanton, PhD, PMP, SAFeRTE, AWS CLF

Project Director

sjlanto@gmail.com

303-929-9082

LinkedIn: <https://www.linkedin.com/in/sara-la11b4a157/>

Summary

- Customer-focused professional with over 15 years of diverse experience in leading Agile release/project/program management in a multi-faceted environment.
- Orchestrate the continual improvement process with different teams to support the Service Framework.
- Significant strengths in cross-functional collaboration to drive effectiveness and a “can-do” attitude.
- Team and customer management experience.
- Highly values continuous learning, empathy, research, and transparency.

Skills

- Agile /DevOps/Kanban/Scrum Methodologies
- Agile Coach and Mentoring Skills
- Planning and Facilitation of Program Increments (PIs)
- JIRA and Confluence, Atlassian Tools
- Change & Release Management
- Drive process improvements, Inspect and Adapt JAD sessions
- Extensive Product, Portfolio, Project, and Program Management experience
- Manage Risks & Dependencies
- Planning, Leadership & Research
- Service Now (IT Service Management)

Education

Ph.D.

Capella University
Minneapolis, MN
(Major: Information Technology)

Accomplishments

- Led timely cross-functional, distributed, diverse software engineering teams through the Agile, ITIL, SDLC, and lean software development implementations of large-scale, enterprise programs.
- Established new release processes for Sr Facets and Provider Portals implementations, resulting in structured processes, zero defects, and timely delivery.
- Recipient of the Values in Action Award for the successful management and implementation of a critical business endeavor known as EDI/Sr. Facets Projects and nominated for Impact Awards and Blue Points from peers.

Experience

Anthem Inc.

PROJECT DIRECTOR | Denver, CO 11/2021 to Present

- Owned and managed over 5 complex, large-scale enterprise programs simultaneously in various phases, creating strategic roadmaps, defining milestones, managing costs, and partnering with virtual business and IT teams, towards the delivery of clients' strategic goals and supporting 40,000 consumers nationwide.
- Planned future programs, communicated, and presented statuses to upper management, deployed program metrics, and delivered project value initiatives on schedule and on budget of more than \$30M.
- Mentored other Scrum Masters/Project Managers/Release Managers on the Agile, Scrum, SAFe, and Enterprise Release Methodologies.

IBM Corp.

PROJECT CONSULTANT | Denver, CO 8/2020 to 10/2021

- Lead hybrid cloud transformation by integrating operating models from different infrastructure resources into productive squad teams and presented the squad model and statuses to C-level executives.
- Transformed virtual teams of 28 from low to high performing teams, leveraging JIRA Velocity and Capacity reports.
- Acted as the Product Owner and led backlog refinement sessions, PO Syncs, Retrospectives, Sprint Planning, Sprint Reviews, and Scrum of Scrum meetings, identifying gaps, application/infrastructure dependencies, and impediments.
- 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,

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

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

Certifications

- **AWS Certified Cloud Practitioner** (AWS CLF), Amazon Web Service
- **Project Management Professional** (PMP), Project Management Institute
- **Certified Scrum Master** (CSM), Scrum Alliance
- **Certified ITIL V3 Release, Control and Validation**, APM Group

Foreign Language

Fluent in French

view, and update content from certain documents while supporting documents greater than 100 MB file size.

Anthem Inc.

SR TECHNICAL PROGRAM/SR SCRUM MASTER | Denver, CO 8/2010 to 7/2020

- Facilitated the interconnectivities between multi-year complex programs of up to \$1.8M, drove technical consensus, risk and scope management, and delivered quality web-based programs, while managing incremental project changes.
- Hand-selected to lead a dispersed, virtual team of DevOps for the continuous delivery pipeline, setting direction, training, and removing bottlenecks by acting as the escalation point.
- Delivered 92% system uptime in production by enforcing quality gates and implementing large group rating engine.
- Drove and directed project tasks of all sizes, ensuring commitments were properly planned, budgeted, aligned, staffed, monitored, and communicated to stakeholders to deliver on strategic goals.
- Effectively assessed, planned, communicated, and facilitated Agile Program Increment for the Front Office Automation effort.
- Developed, reviewed, and recommended vendors based on contractual agreements for products/services to meet changing organizational dynamics.
- 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.

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)