Sara Lanton, CSM, PMP, RTE
Senior IT Project/Program Manager

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Summary

- Customer-focused, results-oriented professional with over 15 years of diverse experience in leading Agile release/program management in a multi-faceted environment.
- Orchestrate the continual improvement process with different scrum teams.
- 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.

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 25% and lowering production incidences by 60%.
- Effectively assessed, planned, communicated, and facilitated Agile Program Increment for the Front Office Automation effort.
- 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 from peers.

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
- Escalate & track impediments.
- Extensive Product, Portfolio, Project, and Program Management experience
- Manage Risks & Dependencies
- Planning, Leadership & Research
- Service Now (IT Service Management)

Experience

IBM Corp

SENIOR TECHNICAL PROGRAM MANAGER 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 delivered project value initiatives on schedule and on budget.
- Mentored other scrum masters/Project Managers/Scrum Masters on the Agile and Release Methodologies.
- Transformed virtual teams of 14 from low performing to high performing teams, leveraging JIRA Velocity and Capacity reports.
- Lead backlog refinement sessions, PO Syncs, Retrospectives, Sprint Planning, Sprint Reviews, and Scrum of Scrum meetings, identifying gaps, 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,

Education

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

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

Anthem Inc
SENIOR TECHNICAL PROGRAM MANAGER/SCRUM MASTER/RELEASE TRAIN ENGINEER | Denver, CO 8/2010 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.

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)