

**Vani Karun**  
**IT Program Manager**  
<https://www.linkedin.com/in/vani-k-86292711b/>  
[vanikarun21@yahoo.com](mailto:vanikarun21@yahoo.com)

**PROFESSIONAL PROFILE:**

- A thoughtful servant leader in leading and supporting teams to deliver quality products for business and IT stakeholders
- Plan and execute multiple capital and operational projects simultaneously
- Experience in managing projects for both agile, non-agile, and hybrid methodology teams.
- Assist IT managers and product owners to create roadmaps to align with enterprise goals.
- Certified as Scrum Master and Product Owner
- Believe in continuous learning to be productive
- Motivate teams through autonomy and empathy
- Serve a non-profit organization, The Food Group as a member of Board of Directors to alleviate hunger in the community

**PROFESSIONAL EXPERIENCE:**

**Medica**

**Program Manager**

**Oct 2021 – Present**

- Oversee IT operations, infrastructure, and Risk projects to ensure prioritization aligns with organization goals.
- Program governance and maintenance throughout the program lifecycle.
- Assists scrum masters / Project managers and Product owners to follow demand and project management processes and coordinate interdependencies for project deliverables.
- Host leadership meetings to communicate program implementation status reports.
- Create and review Service Now dashboards with leadership to share status on budget and resources.

**Medica**

**Project Manager/Scrum Master**

**June 2018 – Sep 2021**

- Managing the migration of ServiceNow platform by working with the business stakeholders and IT teams to define and prioritize user stories for building and deploying in 2-week sprints
- Leading the integration of a paging & alerting tool (X-Matters) with ServiceNow by collaborating with vendors and keeping track of project milestones for meeting the go-live deadline
- Acting as the project manager for a company initiative to reduce the vended monitoring products and replace them with in-house tools by facilitating the meetings and tracking progress

- Managing an IT modernization project to implement high-availability of monitoring tools by defining accurate project scope, timeline, cost, and resource plans in ServiceNow to reflect current state
- Supporting teams on their continual efforts to maintain robust IT platforms by assigning upgrade efforts to sprints and communicating the changes to IT release manager
- Managing projects for multiple IT teams simultaneously to deliver business-critical applications and products.
- Utilize Agile and Scrum methodologies to ensure teams are successful in delivering projects and requests
- Reporting project status weekly to ensure team's progress is communicated to stakeholders and executives
- Creating and presenting IT metrics to executives for awareness on success rates of business and IT applications; to identify opportunities to improve performance and to make decisions on new initiatives.

## **Medica**

**March 2018 – Dec 2019**

### **Business Analyst**

- Acted as a liaison between business teams and technology teams.
- Performed business analysis and defined business requirements.
- Looked for opportunities to improve processes and aided collaboration between multiple teams to develop, test, and deploy features.
- Coordinated business testing for approval to move software applications to production.
- Diligently worked with various business owners to fulfill business needs.

## **Blue Cross Blue Shield**

**August 2017 – Dec 2017**

### **IT Project Coordinator**

- Facilitated meetings, took minutes, created action items, and tracked progress.
- Updated project documents and closed action items on SharePoint.
- Maintained action items log and weekly metrics using Excel.
- Maintained Risks and Issues log.
- Created detailed project plans using MS Project.
- Created organization charts on Visio.
- Created power point presentations for executive meetings.
- Updated project status and distributed to executives.
- Scheduled meetings and booked resources on Outlook.

## **York Solutions**

### **Project Manager Trainee**

**May 2017 - August 2017**

- Trained in agile and waterfall project management methodologies.
- Performed database management in Bullhorn (Staffing Management Application).
- Prescreened potential candidates for projects.

## **Park Nicollet Health Services**

### **Service Center Representative**

**Sep 2016 – May 2017**

- Managed and responded to incoming calls through scheduling and phone messaging.
- Assessed patient symptoms and identified solutions for those in need of critical care.
- Generated and prepared confidential patient paperwork.
- Followed HIPAA guidelines to maintain patient confidentiality.
- Supported ongoing process improvement and organizational/department changes.

**Venice Family Clinic**

**Patient Referral Associate**

**Sep 2015 – May 2016**

- Facilitated communication between Venice Family Clinic, their patients, and partner medical specialists.
- Ensured referrals were processed, approved, and completed.
- Called specialist offices to request a consultation and/or test results.
- Followed up with patients who have not scheduled their specialty appointments and documented outcome.

**EDUCATION:**

**Master's in Healthcare Management, GPA 3.93**

California State University, Los Angeles, CA

**Master's in science - Biochemistry, GPA 3.89**

University of Madras, Chennai, India

**Certificate in Financial Accounting**

Harvard Business School Online

**Certifications**

- Scrum Master Certified
- Scrum Certified Product Owner

**Awards & Honors**

Special Recognition in Graduate Studies in Healthcare Management

Outstanding Student Award in Biochemistry

BETA GAMMA SIGMA member

PHI KAPPA PHI member