

# WENDY HINTZEN

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## SUMMARY

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### **SOLUTION DELIVERY MANAGER / SCRUM MASTER** **Software Development | Agile | Kanban**

Collaborative Software Delivery Manager/Project Lead with expertise building mature agile teams that deliver quality on-deadline products that drive corporate objectives. Facilitates continuous improvement across all levels of the organization. Servant leader adept at creating self-directed teams and positive team cultures.

15 years working in Data Warehousing, over 10 years in Project Management/Project Lead experience, along with 4 years as a Scrum Master.

Certified Scrum Master (CSM) and SAFe Advance Scrum Master (SASM).

Change Management | Release Planning | Sprint Review | Stand-Up's | Backlog Refinement  
Value-Driven Product Development | Agile Coaching & Mentoring | Incremental Delivery

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## EXPERIENCE

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HEALTHFIRST INC, New York, New York, **Solution Delivery Manager, IS, Data Warehouse, 2015-2019**

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- Collaborated, Facilitated, led, mentor and coached two Kanban teams (approximately 19 team members each, which consisted of Full Time, On-Shore and Off-Shore Consultants) as the Scrum Master, responsible for developing and enhancing programs for the legacy Data Warehouse.
- Worked with Product Owner on prioritization and maintaining the product backlog.
- Worked with Scrum Teams during the refinement sessions, providing SME and Data Warehouse knowledge to make sure that all the user stories met the definition of Done.
- Ensured that the technical teams had full comprehension of user stories during planning stage.
- Built the teams' Agile knowledge and empowered the teams to make process improvements based on retrospective feedback.
- Reported teams progress and/or any major issues that could possibly impact other Scrum teams at Scrum of Scrum meetings. Tracked issues and progress in Version One.
- Facilitated meetings with the Kanban teams to iron out blockers, provided SME business knowledge to enable the teams to be able to determine the best solution for their projects. Tracked, escalate and removed impediments for the teams.
- Helped shield the teams from outside distractions.
- Collaborated with Release Management and Quality Assurance to streamline how ticket requests were created in ServiceNow, along with system and release testing and deployments.
- Responsible for representing and presenting the teams deployment work at Release Management and obtaining all approvals.
- Responsible for monitoring all work being deployed into production and ensuring that they were deployed successfully.
- In addition to my role as Scrum Master, served as the Solution Delivery Manager of the Data Warehouse, responsible for the overall implementation and delivery of all projects (both Enterprise portfolio projects and program enhancements) to the Warehouse, monitored project results against technical specifications, including identifying and scheduling project deliverables with aggressive and short timelines, milestones and required tasks, resulting in over 95% defect free solution within team from 2016 to 2019.
- Drove technical and architectural solutions, performed requirement analysis and estimation, prepared project management plan, monitored and controlled project implementation as per the plan into the Data Warehouse, such as Trucare 2020, HEDIS, Healthfirst Insurance Inc (HFIC), MBI.

- Elaborated customers' requirements accordingly to determine appropriate solution based on requirements and worked with technical project leads and business departments and segments to obtain agreement on architectural solutions.
- Monitored project repository list to ensure all project assignments and tracking.
- Collaborated with Program Managers in creation of development plans, managed tasks and conducted project plan/delivery against release schedule.
- Worked as the technical project lead during the implementation of the IDQ phase of the Master Data Management (MDM) project, providing Data Warehouse, Membership and Provider knowledge, and tracking issues and progress in PMF agile tool.

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#### Manager, IS, Data Warehouse, 2010-2014

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- Managed complete project life cycle to implement solutions for organization including company builds for NJ MAX Dual Eligible Special Needs Plan, Senior Health Partners, Complete Care, Managed Service Organization, Health Exchange, Health Exchange Member Reconciliation and FIDA.
- Worked across multiple IT and business departments and segments to obtain agreement around requirements from all impacted parties.
- Monitored project results against technical specifications including identifying and scheduling project deliverables with aggressive and short timelines, milestones and required tasks.
- Ensured project team members task completion and deliverables while promising project delivered business functionality.
- Influenced change to improve performance results, organization effectiveness and systems, quality/services, resulting in over 98% defect free solution across enterprise within team from 2011 to 2014.
- Oversaw rewrite of HEDIS processes from McKesson to VIPS, while identifying, scheduling and monitoring project deliverables with aggressive and short timelines, milestones. Delivered project within five months.
- Implemented VIPS system changes for HEDIS 2013 completion within four-week timeframe, resulting in Healthfirst Outreach target.
- Ensured company's potential to provide state with all needed information, resulting in improvement of STARS rating.
- Streamlined existing process instructions and implemented workflow for pharmacy process.
- Managed On-shore Consultants and Off-Shore consultant resources in India, ensuring that all project assigned were being delivered on time. Met with On-Shore lead Consultant to review and discuss any issues encountered and provided business any business background or clarification weekly.

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#### Supervisor, IS, Data Warehouse, 2007-2010

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- Acted as team lead for 5010 834 implementations, ensuring project team completed all tasks, and delivered project one and half month ahead of schedule.
- Spearheaded complete project life cycle to implement company builds for New Jersey Medicaid.
- Managed implementation of Medicare Id project, based on HIPAA guidelines, resulting in organization creating system generated external member ID for members.
- Supervised project schedules and work effort to ensure timely completion. Implemented project quality standards and project performance while managing communication with all stakeholders and technical teams.
- Managed eight staff members, including fulltime employees and consultants, involving coaching and mentoring.
- Tasked with overseeing relationship between consultants and data warehouse.
- Streamlined existing process instructions and implemented workflow for new HEDIS process.

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#### ADDITIONAL EXPERIENCE

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**Senior Programmer Analyst, IS, Data Warehouse, 2006-2007.** Functioned as team lead for implementation for organization's New Jersey Medicare. Worked with other departments to gather requirements and to ensure project implementation within project timeline.

**Programmer Analyst, IS, Data Warehouse, 2004-2006.** Researched, enhanced SAS coding and documented process steps. Wrote new SAS programs and facilitated adjustments to existing SAS programs.

**AETNA INC.**, Fairfield, New Jersey, **Programmer, Business System Delivery Specialist**, 2000-2002. Coordinated and reviewed workflow from two National Service Centers. Aided and provided advice to programmers and client liaison, concerning different systems.

**PRUDENTIAL HEALTHCARE**, Roseland, New Jersey, **Programmer, Senior Business System Specialist**, 1993-1999. Researched and coded SAS batch programs, testing and debugging of SAS batch programs to facilitate client eligibility data downloaded into medical and dental systems. **Systems Clerk** 1989-1993. Performed general clerical duties for system area, set up JCL and generated standard SAS system reports.

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#### TECHNICAL SKILLS

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**PC:** Windows Environment; MS Word, Excel, Outlook, PowerPoint, Project, Visio

**Operating System:** Windows 2000/XP/Vista, Windows 7, IBM Mainframes

**Mainframe:** COBOL, OS/JCL, TSO/ISPF(MVS), SYNCSORT, FILE\_AID Batch.

**SAS:** SAS/Base, SAS/Macro, SAS/SQL

Visual Basic.NET, ASP.NET and XML

HTML, CSS, JavaScript, JQuery

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#### CERTIFICATIONS

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Certified Scrum Master (CSM)

SAFe Advanced Scrum Master (SASM)

SOLARTECH, New Jersey, Microsoft.NET programming with Visual BASIC.NET, ASP.NET and XML

NJ INSTITUTE OF TECHNOLOGY, Newark, New Jersey, HTML, Site Design, PERL, ASP, JavaScript, Java and ASP Programming

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#### PROFESSIONAL DEVELOPMENT

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*Agile Leadership Training*

*Agile Training*

*Emotional Intelligence Training*

*Leadership Training*

*Project Management Training*

*Supervisory Skills Training*

*Time Management Training*

*Stress Management Training*

*Listening and Memory Skills Training*