

My ability to drive organizational alignment and collaboration, a crucial aspect of a Chief AI Officer or Head of AI role, has been a critical factor in my success. My experience modernizing legacy systems and leading risk mitigation has resulted in solid performance metrics. I have a proven track record of introducing impactful prioritization strategies and enhancing decision-making processes, ensuring that organizations remain agile and future-focused.

Proven track record of driving transformative change and innovation for federal, state, and corporate clients, demonstrates strategic portfolio and program management leadership that consistently exceeds contractual requirements by delivering cutting-edge solutions. Bringing a portfolio of experiences, lessons learned, and insights within 23 enterprise-level environments, guiding Leadership and Teams through transformations introduces impactful prioritization strategies and optimizes decision-making processes.

Professional Services - Ohio, United States

Providing professional services and leveraging specialized skills and expertise to business clients fractionally.

2024 WeDigitalGarden (closed), 2025 WellsInternationalFoundation.org, and Next Energy.

Director 09/2021 – 06/2023

- Comerica Bank - Troy, Michigan, United States**

- Spearheaded strategic transition of Salesforce/Service Cloud Teams, shifting from project-centric to product-oriented frameworks through collaboration with senior Vice Presidents and directors
- Facilitated 'Two-in-the-box' integration with Business Analysts as interim Product Owners to enhance program-level performance until full PO integration
- Implemented advanced prioritization systems and metrics to drive informed forecasting and decision-making, promoting the adoption of efficient, agile methodologies
- Led the implementation of the RICE quantitative prioritization model, streamlining decision processes and saving over 12 hours of potential time wasted per quarter

- Demonstrated expertise in Salesforce and Jira domains, utilizing these platforms to drive transformational changes and optimize processes.

The Cincinnati Insurance Companies - Cincinnati, Ohio, United States

Enterprise Coach

11/2020 – 04/2021

- Spearheaded the enhancement of Agile practices within the organization, mentoring team members to evolve and mature their skills
- Identified and optimized value streams to drive efficiency and productivity
- Championed educational initiatives to foster a growth mindset among team members
- Developed performance metrics and continuous improvement strategies for Scrum Masters
- Closed knowledge and skill gaps through targeted role-based training
- Collaborated with the Center of Excellence and Vice President to align Agile values and principles
- Led stakeholders in adopting best-fit estimation and capacity planning techniques to enhance predictability
- Conducted workshops and training sessions to integrate workstream developments into the organization's playbook

Humana - Louisville, Kentucky, United States

Enterprise Agile CM Coach

01/2020 – 05/2020

- Led and guided executives, program, and product owners at Humana, Inc. in mastering Essential SAFe fundamentals, which included planning and program increment processes.
- Utilized Azure Boards and Teams to optimize cross-functional team collaboration.
- Assessed team performance through observations, workshops, and health checks.

Northwestern Mutual - Milwaukee, Wisconsin, United States

Enterprise Agile CM Coach

09/2019 – 12/2019

- Conducted comprehensive evaluations across various levels of the organization, delivering a thorough phase one assessment with strategic recommendations for metric adjustments and cadence alterations.
- Analyzed team performance within a Program Increment cycle, producing a detailed report with proposals for corrective actions, and prioritized coaching on the top three improvement opportunities.

Kaiser Permanente - Oakland, California, United States

Enterprise Agile CM Coach

12/2018 – 06/2019

- Orchestrated Agile transformation for BCG's technical team and 100+ KP members by redesigning a foundational workshop into a practical, hands-on experience aligned with approved business and use cases.
- The shifted workshop focuses on applying Agile concepts to real-life business cases, resulting in a comprehensive visual roadmap and enhancing team understanding, with approval from the Client and BCG.
- Spearheaded Change workshops facilitating a smooth transition from traditional SDLC Waterfall methodology to an Iterative approach, improving team agility and project tracking.
- Mentored team leads in decomposing annual objectives into manageable themes and features, created three detailed product backlogs, and provided personalized coaching sessions to enhance RFP vendor selection competencies.
- Leveraged expertise in Salesforce, Microsoft 365, and Jira domains to streamline processes and boost team performance.

Texas Department of Transportation - Austin, Texas, United States

Enterprise Agile CM Coach

05/2018 – 11/2018

- Led a 30-member team in developing a comprehensive solution roadmap for the modernization of 20 legacy applications, successfully integrating custom front-end and cloud back-end solutions, resulting in client endorsement for vendor leadership
- Expanded the organizational tribe to over 200 members through collaboration, orchestrating a robust Agile ecosystem consisting of eight scrum teams, seven Kanban workflows, and a dedicated CI/CD team, significantly enhancing project capabilities
- Received public commendation from a visiting Senator for surpassing delivery milestones of previous vendors, achieving more in six months than the preceding two years
- Demonstrated expertise in utilizing Salesforce, Microsoft 365, and Jira to drive project success and operational excellence.

US Department of Veterans Affairs - Washington, District of Columbia, United States

Enterprise Transformation Coach 01/2015 – 01/2016

- Spearheaded Agile training workshops that elevated team skills and enhanced project quality.
- Facilitated workshops, identifying VA contract deficiencies from previous vendors and securing stakeholder consensus and VA approval for a new mitigation strategy.
- Led the creation of a scalable cloud platform utilizing cutting-edge AWS technologies and adjudication algorithms for enhanced data analysis.
- Orchestrated cross-functional alignment through Program Increment strategies, resulting in the early completion of contract deliverables by three months.
- Leveraged Microsoft Office, Azure, and Confluence expertise to optimize project management and foster collaboration.

Earlier Clients

Consultant 10/1995 - 10/2014

- Led program management initiatives for various government agencies and private corporations, including the State of Maine, Veterans Administration, Los Optimos S.A., Dept. of Labor, Dept. of Health & Human Services, Fannie Mae, Platinum Group Metals Technologies, Telcordia Technologies, Indian Health Services, Office of Naval Research, CERMUSA, and OAO Corporation
- Managed project portfolios, ensuring successful implementation and delivery of critical initiatives
- Oversaw program budgets, timelines, and resources to drive project success
- Collaborated with internal and external stakeholders to achieve program objectives
- Provided strategic guidance and support to senior leadership to drive organizational goals and objectives
- Demonstrated strong leadership and communication skills in a fast-paced and challenging environment

Education

MIT Sloan Executive Education – Executive Certification - AI Implications for Business Strategy

Darden School of Business Executive Education – Executive Certification - New Models of Business in Society

Yonsei University -Certification - Big Data

University of California, Irvine – Certification – Learning How to Learn

Control Data Institute – B.Sc. Computer Science

Volunteering

Wells International Foundation, Paris, France - Leadership Coach

Women in Agile and Tech, Gurgaon, India - Agile Coach & Mentor

Kiva, San Francisco - Kiva Trustee

AgileVirgin, Gurgaon, India – Agile Coach & Mentor

Certificates

Generative AI for POPM - Knowledgehut upGrad - 10/2024

Prosci® Enterprise Change Management Boot Camp – Prosci - 02/2024

Prosci® Certified Change Practitioner – Prosci - 09/2023

Registered Scrum@Scale Practitioner™ - Agile Education by Scrum Inc.™ - 03/2020

I.C. Agile Authorized Instructor – ICAgile - 01/2022

ICAgile Certified Professional Agile Leadership – ICAgile - 07/2019

ICAgile Certified Professional Agile Coaching – ICAgile - 11/2018

SAFe 4.5 Product Owner Product Manager - Scaled Agile, Inc. - 04/2017

CSPO- International Scrum Institute™ - 09/2015

SAFe Agilist - Scaled Agile, Inc. - 01/2018

Project Management Professional - Project Management Institute - 01/2012

Skills

Change Management | Scaled Agile Framework (SAFe) | Agile Training & Assessment | Business Transformation

Program & Project Portfolio Management | Strategic Planning & Visioning | Customer Relationship Management (CRM)

Vendor & Risk Management | GenAI Scenario Planning | Process Optimization | Cross-Functional Collaboration

Strategic Vision & Execution | Workshop Facilitation | Collaborative Problem Solving | Change Advocacy

Leadership & Large Team Management | Client & Stakeholder Engagement | Mentorship & Coaching