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DIGITAL PRODUCT & TRANSFORMATION LEADER

Digital product and transformation leader with 15+ years of experience across healthcare, payer, member experience, and enterprise technology. Proven success leading cross-functional teams across product, engineering, operations, and delivery to improve execution, strengthen governance, and deliver customer-centered digital solutions. Known for bridging product strategy with engineering delivery, driving transformation, and building scalable processes that improve accountability, speed, and business value.

Areas of Expertise

Digital Product Strategy & Execution · Product Operating Models · Backlog & Release Governance · Engineering & Delivery Partnership · Data-Driven Decision Making · KPI & Delivery Visibility · Stakeholder Alignment · Agile Transformation · Team Leadership & Coaching · Process Improvement & Scale · Member & Customer Experience · Healthcare Technology

Leadership & Technical Skills

- Transformation & Optimization: Process design, workflow improvement, tooling standardization, cross-functional coordination
- Data & Operational Visibility: KPI frameworks, delivery dashboards, progress tracking, dependency management, risk visibility
- Leadership: Stakeholder alignment, executive communication, portfolio governance, strategic planning, team engagement
- Delivery & Governance: Agile, Scrum, Kanban, SAFe, backlog governance, release planning, SDLC optimization, hybrid delivery
- Platforms & Tools: Jira, Azure DevOps, Confluence, Monday.com, ServiceNow, Salesforce, Power BI, MS Project, GitHub
- Technical Capabilities: Python, PostgreSQL, Angular, TypeScript, workflow automation, API integrations, reporting solutions

PROFESSIONAL EXPERIENCE

Senior Agilist & Operational Data Insights Engineer, Judi Health, New York, NY

1/2026 – Present

Judi Health is a health technology company that provides unified health benefit administration and transparent pharmacy benefit management solutions for employers and health plans.

Lead delivery, operational data visibility, and process improvement at a large-scale digital health organization. Partner across product, engineering, operations, and executive leadership to improve execution, governance, and data-driven decision-making. Serve as a delivery leader for a large group of product professionals and as the lead operational data engineer for executive reporting and scalable internal solutions.

- **Team Leadership & Delivery Enablement:** Lead a large group of product professionals supporting delivery of digital health solutions across cross-functional teams, strengthening execution discipline, alignment, and delivery consistency.
- **Operational Reporting & Data Visibility:** Develop custom operational reporting, dashboards, and in-house data solutions integrated with work tracking systems and team processes to provide executives with visibility into progress, blockers, throughput, and delivery health.
- **Executive Communication & KPI Management:** Manage executive-facing progress communications and KPI reporting across multiple product, engineering, and operational teams, enabling more proactive leadership decisions and clearer accountability.
- **Governance & Operating Model Clarity:** Drive governance and process clarity through creation of roles and responsibilities, sources of truth, operational content, and standardized workflows that improve consistency and scale.

- **Cross-Functional Process Improvement:** Lead process improvements with measurable ROI, reducing friction in planning, handoffs, reporting, and execution across teams.
- **Automation, AI & Cost Savings:** Identify and implement cost-saving opportunities through automation, agentic AI, and operational workflow redesign, improving efficiency and reducing manual effort.
- **AI Delivery Partnership:** Partner with engineering leadership on AI initiatives supporting Judi's product suite, helping align operational readiness, execution planning, and cross-functional delivery support.

Enterprise Transformation Project Manager (AI - Alpha Labs), SoftWriters, Inc, Pittsburgh, PA 12/2024– 12/2025
SoftWriters, Inc. is a leading provider of pharmacy management software for long-term care (LTC) pharmacies, helping them deliver life-changing medicines safely and efficiently.

Selected to the Alpha Labs leadership cohort to lead enterprise transformation across AI, automation, data, and product delivery initiatives. Managed and led a cross-functional team while partnering with product, engineering, data, and operations leaders to bring structure, visibility, and execution discipline to complex strategic initiatives that improved efficiency, delivery readiness, and long-term product value.

- **Team & Program Leadership:** Guided a cross-functional team responsible for a portfolio of strategic initiatives across product, engineering, data, and operations, coordinating timelines, priorities, resources, and dependencies across multiple concurrent workstreams from discovery through delivery readiness.
- **Delivery Structure & Governance:** Established governance models, milestone tracking, risk and issue management, and success metrics to improve execution consistency, increase accountability, and support scalable delivery across teams.
- **Product & Engineering Partnership:** Partnered with product and engineering leaders to translate strategic priorities into actionable delivery plans, align roadmaps, and improve coordination across teams, contributing to a **20% improvement in delivery predictability** and a **15% reduction in downstream rework**.
- **Data-Driven Visibility:** Developed reporting approaches and operational dashboards that surfaced progress, blockers, dependencies, and delivery health, enabling more proactive decision-making and strengthening executive visibility into critical initiatives.
- **Process Improvement & Transformation:** Standardized workflows and improved cross-team coordination to reduce friction in planning, handoffs, and execution, helping reduce manual effort by **35%** and increase throughput by **40%** across key operational processes.
- **Executive Communication & Strategic Enablement:** Supported C-Suite decision-making through executive-ready updates, roadmap planning, prioritization discussions, and business cases tied to operational value, investment planning, and enterprise goals.
- **Operational Efficiency:** Advanced automation and process optimization efforts that increased deployment velocity by **22%**, shortened cycle times by **10+ days**, and improved scalability across internal delivery and business operations.
- **Enterprise Impact:** Contributed to strategic initiatives projected to generate more than **\$2.1M in efficiency and cost savings over three years** through improved execution, automation, and cross-functional adoption.

Senior Product Release Manager, SoftWriters, Inc, Pittsburgh, PA 12/2024 – 10/2025
SoftWriters, Inc. is a leading provider of pharmacy management software for long-term care (LTC) pharmacies, helping them deliver life-changing medicines safely and efficiently.

Led & managed enterprise release operations team across multiple product suites supporting long-term care pharmacy systems. Directed end-to-end delivery planning, governance, execution, and stakeholder alignment, serving as a key partner across engineering, product, support, and leadership to drive unified, predictable & high-quality releases aligned with business and customer needs.

- **Portfolio & Release Leadership:** Managed the product delivery for a multi-million-dollar portfolio of coordinated releases across **6+ product lines**, overseeing timelines, scope, dependencies, resources, and delivery risks across engineering, QA, and product teams.
- **Governance & Operating Cadence:** Established release governance including RACI models, RAID logs, change control, readiness gates, and milestone tracking to improve accountability, predictability, and cross-team transparency.
- **Automation & Visibility:** Built automation pipelines and reporting tools that reduced manual effort by **40%**, increased release transparency, and improved forecasting through real-time dashboards.

- **Stakeholder Alignment:** Delivered executive-ready reporting and partnered with leadership to align release schedules with organizational priorities, customer commitments, and revenue considerations.
- **Cross-Functional Delivery:** Unified engineering, QA, product, support, and DevOps teams around a standardized release cadence, improving handoff quality and reducing cross-team friction.
- **Risk Management & Continuous Improvement:** Proactively managed delivery and scope risks while implementing feedback loops and quality metrics that improved deployment efficiency by **25%** and reduced repeated defects and rework.
- **Customer & Compliance Readiness:** Ensured releases met regulatory, audit, and documentation standards while improving visibility and readiness communications for internal stakeholders and key customers.

Senior Manager of Agile Delivery & Product SDLC, UPMC Enterprises, Pittsburgh, PA

06/2016 – 10/2024

UPMC Enterprises is the innovation, commercialization, and venture capital arm of UPMC, a \$24 billion health care provider and insurer.

Led a large cross-functional team and portfolio of enterprise software, digital health, and modernization initiatives across UPMC's \$24B healthcare ecosystem. Partnered with clinical, technical, product, and business leaders to drive roadmap execution, delivery governance, and operating model improvements across complex, high-impact programs. Brought structure, accountability, and visibility to cross-functional delivery efforts while aligning execution with strategic goals, regulatory requirements, and customer and business outcomes.

- **Portfolio & Team Leadership:** Led and managed a large cross-functional team spanning product, analytics, and delivery while overseeing a multi-million-dollar portfolio of web, mobile, data, and digital modernization initiatives.
- **Executive Partnership & Strategic Alignment:** Advised executive stakeholders through steering committees, dashboards, and roadmap reviews to align delivery execution with enterprise strategy, customer needs, and business priorities.
- **Roadmapping & Governance:** Translated strategic goals into actionable roadmaps, milestones, and governance structures, including RACI, RAID, change control, and KPI frameworks to improve accountability and execution predictability.
- **Data-Driven Visibility:** Built delivery dashboards using Jira and internal analytics to improve forecasting, prioritization, capacity planning, and executive transparency across complex portfolios.
- **Agile & Process Transformation:** Led Agile and SDLC improvements that increased engineering efficiency by **25%**, reduced time-to-market by **15%**, and improved quality through more standardized workflows.
- **Cross-Functional Delivery Leadership:** Unified technical, cybersecurity, and business teams across distributed environments, reducing operating costs by **20%** and increasing throughput by **45%**.
- **People Leadership & Coaching:** Managed, mentored, and developed project managers, product managers, and scrum masters, strengthening team maturity, leadership capability, and satisfaction by **60%+**.

Key Program Successes: Part of the leadership team of the modernization of the MyUPMC patient portal and clinical diagnostic platforms, improving adoption, performance, and release predictability across mission-critical healthcare systems.

Co-Founder, The Modern Agilist, LLC., Pittsburgh, PA

09/2021 – 05/2024

The Modern Agilist, LLC. is a consortium of project professionals who discuss topics & publish material regarding organizational efficiency.

Co-founded a professional consortium focused on Agile strategy and organizational effectiveness.

- Grew the contributor base by **33%** in the first year through targeted strategy and outreach.
- Published thought leadership content on Agile transformation and process improvement.
- Increased brand visibility by **15%** through digital content and engagement strategy.

Business Analyst II & Scrum Master Consultant, ThermoFisher Scientific, Pittsburgh, PA

01/2016 – 06/2016

ThermoFisher Scientific is a global leader in the scientific research and laboratory equipment industry, specializing in a broad range of products and services including analytical instruments, reagents, and consumables.

Supported global eCommerce modernization and compliance initiatives through Agile delivery and operational analysis.

- Improved online sales and engagement by **20%** through platform and process enhancements.
- Managed release planning for international compliance updates and design standardization.

- Identified inefficiencies and delivered improvements that increased engineering efficiency by **15%**.

Technical Project Manager, McKamish, Inc., Pittsburgh, PA

05/2013 – 01/2016

McKamish, Inc. is a prominent mechanical contractor based in Pittsburgh, Pennsylvania.

Oversaw IT infrastructure, ERP migration, and field system integrations for a large-scale mechanical contracting organization.

- Maintained virtualized environments with **99.8% uptime** and led mobile platform upgrades.
- Directed a multi-system ERP conversion supporting enterprise operations exceeding **\$100M in annual revenue**.
- Managed technical delivery, documentation, and vendor coordination across multiple concurrent implementations.
- Led implementation of a mobile service and equipment management system with an integrated customer portal.

Lead Application Developer, Dick's Sporting Goods (Corporate), Pittsburgh, PA

05/2012 – 05/2013

Dick's Sporting Goods is a leading sporting goods retailer in the United States, offering a wide range of sports equipment, apparel, and footwear for athletes and outdoor enthusiasts.

Developed and maintained retail applications supporting enterprise POS and loss prevention systems.

- Led full-stack development for Java-based in-store systems, improving transaction accuracy by **50%**.
- Oversaw development lifecycle activities including testing, deployment, and support for customer-facing tools.
- Provided technical leadership to junior developers and supported hiring for retail technology teams.

Early Career

Programmer/Analyst, Giant Eagle, Pittsburgh, PA

05/2011 – 05/2012

- Key Project: Led full-stack development & support for point-of-sale purchasing experiences

Development Analyst Consultant, BNY Mellon, Pittsburgh, PA

07/2009 – 05/2011

IT Technician, Penn United Technology, Saxonburg, PA

06/2006 – 06/2007

EDUCATION, PROFESSIONAL DEVELOPMENT & HONORS

Doctor of Business Administration, Columbia Southern University, Orange Beach, AL

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Master of Business Administration, Waynesburg University, Waynesburg, PA

2015

Bachelor of Science Information Sciences & Technology, Penn State University, University Park, PA

2010

Advisory Panel Mentor for the Strategic AI Program, Harrisburg University, Harrisburg, PA

2024

SAFe Agilist Certification, Scaled Agile

2020

Advanced Certified Scrum Master, Scrum Alliance

2018

Certified Scrum Master, Scrum Alliance

2016