STEPHEN WILKINS

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SENIOR LEADER, TECHNICAL PROGRAM MANAGER

Collaborative and engaging Senior Technical Program Manager and U.S. Air Force Veteran with extensive experience in leading complex technology initiatives from conception to successful implementation. Proven track record of driving teams towards achieving project goals and delivering high-impact solutions. Exceptional communicator and collaborator, skilled in building relationships with stakeholders at all levels to ensure operational alignment.

Technical Skills Include: R/Python, SQL, Java, J2EE, Hibernate, Spring, REST API, Tableau, Visual Studio, Aha!, AWS Redshift & Athena, Airflow, MS SQL Server, MySQL, ITIL V3 Certification, **A-CSM Certification,** Data Dog, ETL (SSIS), JIRA, Confluence Software, Git/Github, Adobe Creative Cloud applications, MS Visio, MS Project, MS Visio, MS Office applications, and Smartsheets

CORE STRENGTHS

Project Management – Agile/Waterfall Methodology – Risk Management – Resource Planning & Allocation
Federal/State Government Client Management – Incident Management – Change Management – Data Management
Data Analytics – SDLC Software Development – Data-Driven Decision Making – Data Migration/Integration
AWS Cloud Services – Business Strategy – Medicare/Medicaid – Vendor Management

PROFESSIONAL OVERVIEW

LUMERIS HEALTHCARE SOLUTIONS, RALEIGH, NC   2020-2024
TECHNICAL PROGRAM MANAGER

- Held a strategic and technical role centered on overseeing the successful delivery of technology programs and projects while simultaneously ensuring alignment with agile frameworks/best practices.
- Collaborated closely with product owners to develop and prioritize product roadmaps and Jira backlog items. Refined program features, epics, and stories along with fostering cross-functional partnerships to drive the development and execution of technology initiatives and client implementation/onboarding programs.
- Developed dashboards for leadership and business users on program and application operations to monitor quality and progress towards our KPIs and OKRs.
- Managed the financial aspects of assigned program and projects, including budgeting, forecasting, and tracking expenditures. Provided regular financial dashboards and updates to leadership, highlighting key investment metrics.

- Partnered with technology leadership to optimize resource allocation and develop dynamic dashboards enabling real-time visibility and clear insights, allowing for improved decision-making.
- Conducted A/B testing to determine optimal application configuration.
- Expedited the procurement process for a new software technology vendor, from solution identification to contract award, completing the process within an impressive nine-day timeframe, significantly faster than the typical enterprise procurement cycle of over 45 days.
- Facilitated daily team scrum meetings and end-of-sprint retrospectives, fostering collaboration and continuous improvement within the agile framework.
- Implemented scalable and relevant risk management strategies to proactively identify, track, and communicate program risks, ensuring timely resolution or mitigation.

CVS/CAREMARK, GREENSBORO, NC   2017-2020

TECHNICAL DELIVERY DIRECTOR

- Led a diverse team of 35+ professionals specializing in application development, data management, and data analytics, supporting the Accordant/Specialty Data Warehouse within CVS/CareMark's PBM Business Unit.
- Demonstrated proactive support and professionalism within the Randstad Technologies Solutions Managed Service team, exhibiting thought leadership in colleague and client interactions.
- Led a project team in implementing best practices for unit testing and mapping documentation, while enhancing project task tracking and reporting to ensure transparent communication with leadership and stakeholders.

Professional Overview continued...

- Spearheaded a proof-of-concept project aimed at streamlining the processing and analysis of client medical and pharmacy data to identify candidates for specialized case management in severe chronic disease cases.
- Developed comprehensive policies, processes, and staff development programs to align the team's performance with CVS/CareMark's requirements, ensuring continuous improvement and exceeding expectations.
- Maintained accountability for overall financial health within multiple functional areas, ensuring profitability and sustainable growth.

STATE OF NORTH CAROLINA, OFFICE OF THE CHIEF MEDICAL EXAMINER, RALEIGH, NC   2016-2017

SR. PROJECT MANAGER (CONTRACTOR)

- Joined the organization in a contract role as a principal project manager overseeing the procurement process for vendor selection and the subsequent development of a new medical examiner information system.
- Developed all project management documentation in adherence to the best practices and acted as the primary liaison between the DHHS PMO management and the business client.
- Collaborated directly with senior-level state business executives, I.T. professionals, and business program resources to fulfill project requirements and effectively manage stakeholder expectations.

TRANZACT LLC, DURHAM, NC   2015-2016

SR. PROGRAM/FIELD MANAGER

- Played a pivotal role within the management team to establish a field distribution team tasked with selling a range of insurance products across multiple carriers within Walmart Stores nationwide.
- Spearheaded the development of a comprehensive data warehouse and sophisticated sales reporting and analytics tools which were instrumental in identifying optimal sales areas and stores for specific carrier products.
- Engineered robust onboarding and field sales operational processes, procedures, and tools to efficiently identify, recruit, train, and manage a team of over 1,000 field agents within a timeframe of less than six months.
- Directed the development of business and functional requirements, as well as formal test plans, for the agent reporting and tracking portal application, ensuring alignment with project objectives and stakeholder needs.

AXIOS SYSTEMS INC., DURHAM, NC   2013-2015

I.T. SERVICE MANAGEMENT CONSULTANT

- Led the execution of global and domestic projects focused on implementing information technology infrastructure library (ITIL)-based ITSM solutions. Select projects included Axios' assist applications which included both software-as-a-service (SaaS) and on-site hosted integration server implementations.
- Conducted thorough reviews of IT change requests and utilized findings to recommend and implement impactful process improvements.

UNITEDHEALTH GROUP, DURHAM, NC   2007-2013

DIRECTOR OF OPERATIONS/PRODUCT DIRECTOR/PROGRAM DIRECTOR

- In this leadership role, oversaw the conception and execution of critical UHG Medicare and Medicaid initiatives, focusing on cutting-edge technology solutions, data management, analytics, and streamlining operational processes. Cultivated and managed relationships across diverse functional teams.

- Spearheaded the development and implementation of the UHG Venue Management Programs Portal, an external data warehouse supporting UHG's comprehensive retail and venue management initiatives.

- Provided strategic leadership and delivered detailed business intelligence through data analytics and sophisticated reporting for Sales activities, overseeing the tracking of agent onboarding, training, certifications, and sales performance for a network of over 30,000 agents across the eastern U.S.

- Led Product Management teams for various programs and projects, including the implementation of a mobile sales CRM technology platform integrating field sales and inbound call centers.

Professional Overview continued…

CONSTELLA GROUP, LLC, D URHAM , NC   2001-2007

P ROGRAM D IRECTOR

- Led multiple and concurrent technical programs and government clients that included the Centers for Disease Control and Prevention (CDC), the National Center for Health Statistics (NCHS), the National Institute of Environmental Health Sciences (NIEHS) as well as many others.

- Served as Product Owner and team lead for a classified secure database for the Centers for Disease Control and Prevention (CDC) Select Agents and Toxins project, completing and implementing entire Data Warehouse and application within 12 weeks.

- Led a migration of the NIESH National Toxicology Program Data Warehouse from Adabas to Oracle. After successful migration, led the team to build a customized Java based web enabled dynamic query front-end application to access and report on the data.

- Administered $7 million+ operations budget and led a multi-site, 5-state, 65-member staff for all components of a National Institute of Safety and Health (NIOSH) I.T. Research Support Contract. Contract areas included but not limited to: Data Warehousing, Application Development, Business Intelligence, Data Analytics, and Data Reporting,

- Directed the CDC Study of Adverse Events to the Anthrax Vaccine ($5.4M contract). Led a team of software application developers, data abstractors, and data warehouse staff to acquire required study data from DoD facilities nationwide. Performed analysis of study data to provide detailed reporting to CDC researchers.

Additional Experience Includes: Implementation Project Manager at EHC Technologies, Principal Health Research Scientist at Battelle Centers for Public Health Research and Evaluation, Software Developer at International Computer and Engineering Services, and Bioenvironmental Engineer in the U.S. Air Force

EDUCATION & CREDENTIALS

Master of Science, Data Science – UNIVERSITY OF WISCONSIN, GREEN BAY, WI (IN PROGRESS)

Bachelor of Science, Computer Science – PARK UNIVERSITY, PARKVILLE, MO

ITIL V3 Foundation, PeopleCert, License Number: GR780092055SW

Advanced Certified Scrum Master, Scrum Alliance, Certificate ID: 1638072