

SUMMARY

Implementation and program delivery leader with 20+ years in HR and benefits administration technology. Seven years as a Control Account Manager owning large-market client implementations from requirements and system design through integration, testing and go-live. Then five years helping lead the migration of 350+ enterprise clients onto Alight's new CRM platform and, after launch, its release cadence. On my own time I design and build software products end to end.

EXPERIENCE

Performance Excellence Consultant · Alight Solutions

2021 - July 2026

- Helped lead a nearly four-year migration of 350+ enterprise clients from three separate legacy platforms onto hrX Assist, Alight's new CRM platform, planning around staggered contract expirations and holding clients and engineering to firm timelines. Every client moved over on time.
- Led the migration of the HSA/FSA spending accounts team, approximately 250 clients, onto the new platform.
- After the platform launched, owned its release cadence: two releases a month, one major and one minor, coordinating engineering, product and end users, keeping issue logs and blockers visible, and shaping each release from feedback on the last. Every release shipped on time.
- Moved a group of clients with strict response-time commitments off a manually monitored shared mailbox and onto automated email ingestion and ticket creation, working with engineering to build it and with client teams to retire their old procedures, removing the manual monitoring behind the group's recurring missed-SLA fees.
- Built the program infrastructure from the ground up, including governance, delivery templates and guides, escalation paths, reporting cadences, and documentation standards, then scaled it across the broader team.
- Partnered with the internal analytics and reporting team to integrate the platform into existing reporting infrastructure, coordinating requirements and channeling feedback from end users and client teams.

Control Account Manager · Alight Solutions (Interfaces & Reporting)

2014 - 2021

- Led end-to-end delivery of 1-2 large-market enterprise implementations per year for Fortune 500 employers such as Ford, Citigroup, Parker Hannifin and AutoNation, managing each engagement from requirements gathering and system design through configuration, integration, testing, and go-live, coordinating across technical and business stakeholders throughout.
- Owned all program documentation: delivery plans, milestone structures, risk and issue logs, and status reporting, maintaining clear visibility for both operational and executive audiences across concurrent engagements.
- Identified risks and delivery obstacles early and drove resolution across teams, managing escalations with urgency while maintaining trust with executive sponsors and senior stakeholders.
- Managed complex, multi-system data integrations, coordinating requirements, data mapping, interface design, and end-to-end testing to ensure technical delivery met both client requirements and contracted scope.
- Led and developed a team of implementation professionals, conducting performance reviews, coaching colleagues, and maintaining a high-functioning team across demanding delivery cycles.

Team Lead / Senior Programmer · Aon Hewitt

2012 - 2014

- Managed a blended team of onshore and offshore contributors across configuration, integration, and testing workstreams, overseeing capacity, quality, and delivery consistency across concurrent client engagements.
- Served as the escalation point on acceptance testing milestones and production readiness, building trusted relationships across technical and business stakeholders.

Programmer Analyst Advanced · Aon Hewitt

2005 - 2012

- Built hands-on fluency across enterprise software configuration, data integration, systems architecture, SQL, SAS, and the software development lifecycle, a technical foundation that has directly informed a more effective approach to program and delivery leadership.
- Progressed from individual contributor work to owning defect resolution, root cause analysis, and mentorship of junior team members.

INDEPENDENT PROJECTS

Designer and builder · three products, scoped, built and shipped end to end

2026

- **Subscrbr** (subscrbr.ai). Finds the software a solo developer or small team pays for, including forgotten subscriptions, and recommends right-sized plans and cheaper alternatives from a competitor price book checked weekly.
- **The Whole Bill** (thewholebill.org). A healthcare cost calculator built on CMS 2026 plan data for all 3,143 US counties, showing the employer premium share and what marketplace or universal coverage would cost instead. Every figure is sourced and labelled.
- **CareerCards** (careercards.app). Turns a resume or LinkedIn export into a set of trading cards, with the job hunt kept on a private timeline.

EDUCATION

M.S., Information Technology · Quinnipiac University School of Business

2012

B.S., Management Information Systems · University of Connecticut School of Business

2005

PMP Certification · Project Management Institute

In Progress

SKILLS

Methodologies Predictive/Waterfall · Agile · Hybrid

Delivery & Execution End-to-end delivery · Milestone tracking · Release management · Governance · Risk & escalation

Stakeholder Mgmt Cross-functional team leadership · Executive stakeholder management · Coaching · People management

PM & Delivery Tools Jira · Smartsheet · Office 365 · ServiceNow · MS Project

Data & Systems SQL · SAS · Alteryx · API integration · sFTP

AI & Build Claude Code · Codex · GitHub Copilot · Supabase · Vercel · Cloudflare · GitHub · Next.js · TypeScript · Playwright