LINDSAY WESLEY, PMP

SENIOR PROJECT/PROGRAM MANAGER

SUMMARY

- Provide strategic vision and subject matter expertise around project execution while exercising critical decision-making skills for prioritization, scheduling, and leadership guidance.
- Enhance processes through ongoing audit and improvement strategies.
- Provide client relationship management, workflow analysis, requirements documentation, user training, issue resolution, and change management.

SKILLS/SOFTWARE

Project & Product Management:	Jira, Smartsheet, Azure DevOps, building and maintaining Kanban boards, Zoho Analytics, Lucidchart
Design/Development:	Decisions, WordPress, Divi, Github, Adobe Photoshop, FTP utilities, and various hosting platforms including Squarespace, Cloudways, and Bluehost
Collaboration:	Zoho Desk, O365, SharePoint, MS Teams, Jira, Google Workspace, web conferencing
Research & Analysis:	Microsoft SQL Server Management Studio, SQL

EDUCATION

BAS / TECHNOLOGY MGMT

St. Petersburg College | 2011
Clearwater, FL

AS / WEB DESIGN

St. Petersburg College | 2010
Clearwater, FL

AAS / HOSPITALITY & TOURISM

Valencia College | 2006
Orlando, FL

CERTIFICATION

ACP-620 / MANAGING JIRA PROJECTS FOR CLOUD

Atlassian | 2022

PMP / CERTIFIED PROJECT MGMT PROFESSIONAL

PMI – Project Mgmt. Institute | 2014

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST/PROJECT MANAGER/TECHNICAL CONSULTANT

Kaiser Permanente | October 2023 – Present
Healthcare Provider

- Spearhead critical activities to ensure the successful development and deployment of web applications for Kaiser Permanente regions.
- Enhance and optimize development processes through ongoing audit and improvement initiatives.
- Conduct thorough workflow analysis, testing, and validation of requirements for code deployments, ensuring quality and functionality.
- Facilitate Joint Application Development (JAD) sessions to gather stakeholder inputs and document decisions to drive project success.
- Manage expectations and foster relationships with diverse clients across fixed cost/scope projects, ensuring alignment of deliverables and client satisfaction.
- Effectively prioritize and manage timelines for multiple projects within a unified development team framework.

SENIOR PROJECT MANAGER, INNOVATION & IMPROVEMENTS

OCHIN | December 2022 – October 2023
Healthcare IT Non-Profit

- Led team of internal stakeholders to transition company of ~1000 to a new time tracking system. Defined project scope, deliverables, project tasks and resource requirements. Managed timeline, development, QA, training, and communications.
- Directed an IT project team on planning and execution of the expansion of production and recovery data centers. Managed dependencies, resources, cost, and timelines to ensure seamless implementation.
- Worked with team of analysts to implement new third-party vendors and updated existing interfaces within the Epic EHR system.
- Developed and delivered Executive Leadership presentations to propose and gain approval for recommended solutions.
- Provided detailed project status reports to Executive Leadership and sponsor teams, highlighting critical path items, achievements, and barriers to progress.

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SENIOR PROJECT/PROGRAM MANAGER

REFERENCES

DAN WILSON
Chief Operating Officer
Effective Health Systems

ANDY JAMES
Chief Information Officer
ClearPrice Networks

RANDY SYSOL
(retired) Chief Information Officer
Effective Health Systems

PROFESSIONAL EXPERIENCE (CONTINUED)

SENIOR PROGRAM MANAGER

Effective Health Systems | March 2016 – December 2022
Web-based Medical Claims Application

- Directed a cross-functional team of Developers, QA testers, Business Analysts, and Product Management to advance product and process solutions. Effectively prioritized, assigned, and scheduled Sprint work while maintaining clear communication of statuses with both team members and clients.
- Spearheaded the implementation and ongoing management of Medical Authorization product initiatives, aligning closely with client-specific objectives and overarching company goals.
- Collaborated directly with clients to define their objectives and success criteria, translating insights into comprehensive requirements that informed high-quality functional specifications for product enhancements.
- Led effort to expand a client of our Med Auth platform from a single state to nationwide.
- Developed comprehensive client-facing training and demonstration materials, including live presentations, release notes, instructional videos, PDF documents, and PowerPoint presentations.

TECHNICAL PROJECT MANAGER

We Are Mammoth | September 2015 – March 2016
Web Development Studio

- Oversaw technical project and account management responsibilities across pre-production, production implementation, and post-production lifecycle phases, fostering and strengthening client relationships.
- Facilitated requirement gathering, cost estimation, timeline creation, statement of work drafting, and client billing review to ensure project alignment with objectives.
- Led a team of front-end and back-end developers from project initiation to launch and provided ongoing support for post-launch maintenance.
- Managed client scope, budgets, and communication throughout all project phases, rigorously testing each deliverable before client testing and go-live stages.

RELEASE MANAGER & RELEASE MANAGEMENT, SUPERVISOR

HealtheSystems | July 2012 – September 2015
Web-based Medical Claims Application

SUPERVISOR

- Implemented Kanban boards companywide to help deliver changes bringing higher visibility to business stakeholders.
- Developed and documented a streamlined change delivery process, improving IT efficiency and accelerating delivery times.
- Managed the release management process, including documentation, training, reinforcement, continuous improvement, trend analysis, and reporting (scheduled and ad-hoc).
- Supervised a release management team, effectively communicated software release plans and minimized the impact of changes.
- Provided training and mentorship to the release management team and ensured alignment of release schedules with resource capacity.

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LINKS

PROFESSIONAL EXPERIENCE (CONTINUED)

RELEASE MANAGER & RELEASE MANAGEMENT, SUPERVISOR (CONTINUED)

HealtheSystems | July 2012 – September 2015
Web-based Medical Claims Application

RELEASE MANAGER

- Orchestrated and monitored monthly software releases, overseeing coordination among IT resources to ensure adherence to plans and tracking changes to release scope, schedule, and resources.
- Managed resource allocation, identified dependencies, and maintained timely updates of estimated and actual work, enabling precise capacity reporting.
- Proactively identified risks and collaborated with IT resources to devise actionable solutions.
- Produced executive-level release reports, offering comprehensive visibility into the status of ongoing projects.

QC RELEASE COORDINATOR

SCC SoftComputer | December 2007 – July 2012
Lab Information Software

- Coordinated testing activities and ensured meticulous preparation, completion, and verification of product design history files prior to software release submissions.
- Supported testing process infrastructure by managing communication forums with internal customers and contracted vendors, effectively assigning and overseeing testing tasks.
- Spearheaded projects to design and implement dashboards for companywide reporting of testing deliverables, streamlining status updates and reducing time spent by 30%.