Mimi Y. Wan, PMP

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**Professional Summary**

Successful and accomplished Program Manager Officer and Program Manager for enterprise business and IT related initiatives in healthcare and financial services. Results-oriented, team-based and decisive leader for system implementations, upgrades, strategic assessments; new product development initiatives; compliance and regulatory programs.

**Career Highlights**

* Established, implemented and managed Enterprise Program Management Office for multiple organizations, using agile and waterfall methodologies
* Deep Professional Services background for client implementations and consulting engagements
* Adjunct Professor Program and Project Management Certification, College of Professional Studies, Northeastern University

**PROFESSIONAL EXPERIENCE**

AGERO, Inc., Medford, MA July 2016 to Present

Director, Program Management Office, Client Services and Product Development

Responsible for management oversight of a team of Program Managers in Client Services and Product Development for Roadside Assistance technology and call center organization. Responsibilities include:

* Directed and managed Program Management team for large client implementation with cross-functional stake holders internally and with client,
* Developed transition methodology for agile transformation of Product Management organization in order to align with IT Scrum shift
* Developed and implemented standardized client implementation methodology in order to insure on time delivery and high client satisfaction,
* Portfolio oversight of Programs and projects for client implementation and product key initiatives with over $25 million annual IT budget spend,
* Management oversight of EPMO Program Managers in order to ensure that Product development initiatives and implementations are delivered on time and in accordance to organizational standards, client contractual commitments and organizational benefits,
* Establish and report on Key Performance Indicators (budget and timeline) for executive and senior management program review,
* Developed standard client implementation process and guidelines
* Document and respond to implementation methodology for Sales RFPs

DaVita HealthCare Partners, Denver, CO and El Segundo, CA May 2015 to July 2016

Director, Project Management Office, New Market Technologies

Responsible for program management oversight for a range of IT system integration, development and implementation initiatives for new and existing regional markets nation-wide. Specific responsibilities and achievements include:

* Developed standard Program Management playbook for local market integration, leveraging agile or waterfall approaches based on local IT organization and engineering teams,
* Program Management of the assessment and integration of local market IT infrastructure, operations and clinical systems to the Healthcare Partners platform,
* Program Managed implementation of Google Glass pilot in three Southern California specialty offices
* Developed Enterprise IT Due Diligence Assessment for new venture risk evaluation
* Managed Build or Buy pilot for mobile care management application in HCP’s New Mexico market
* Directed turn around methodology and approach for Enterprise Information Management program with teams located across three offices
* Managed agile implementation program of Physician Portal for HCP’s joint venture in Colorado
* Managed server retirement program across 19 systems in response to security vulnerability audits

ARCADIA SOLUTIONS, Burlington, MA March 2010 to May 2015

Director, Accounts and Program Management

Responsible for on-time and on-budget program delivery of a range of IT and Quality reporting projects for healthcare organizations. Developed and enhanced client relationships in order to grow revenue for existing accounts. Lead and mentor teams of project managers, clinical and practice consultants, as well as software engineers, quality analysts, and business consultants in Project Management Office Implementations and Assessments, Electronic Health Record implementations and reporting analytics solutions. Direct project managers in implementations of Quality Improvement and Meaningful Use projects, Accountable Care Organization Assessments and Patient Centered Medical Home initiatives ranging from $500K to $3 million. Specific responsibilities are:

* Direct and manage delivery of services projects, from initial sizing, Statement of Work development, project staffing to project execution and deliverable creation and delivery
* Manage staffing utilization and financial review to insure project profitability and margin
* Manage and develop all client relationships, upsell opportunities and program escalations
* Developed standardized project templates and artifacts for client deliverables
* Train and mentor junior team members in project management methodology

Specific client engagements from solution design, planning and scoping, build and configuration to deployment and launch:

* Project Management Office Implementation and Assessment: PMO assessment for multiple Boston-based community health centers, PMO implementation for large Eastern Washington state community health network, Project and Portfolio Management Tool selection and implementation
* Electronic Health Record Implementations and Upgrades: eClinicalWorks implementation for Boston Children’s pediatric IPA, Allscripts implementation for an upstate New York community hospital
* Claims and Clinical data warehouse implementation and upgrade for Boston Children’s pediatric IPA, a community hospital in Eastern Maine, and for an upstate New York community hospital

FIDELITY INVESTMENTS, National Financial, Boston, MA January 2007 to March 2010

Director, Program Management Office

Responsible for managing large, complex, client facing and regulatory sensitive projects for securities clearing firm of Fidelity Investment. Lead cross-functional and cross-company teams of business stakeholders in the delivery of technology projects over $2 million.

* Managed new product development and delivery of FDIC banking offering with a technology budget of $2.5 million. Coordinated key stakeholders across 5 business units from requirements, software development, system and vendor testing, through operational implementation. Developed streamlined implementation process for on-boarding clients. Organized product commercialization efforts with over $4 billion in assets within one year of product launch.
* Managed multiple projects from compliance reporting initiative for annual SEC filing, to web front-end enhancement for correspondent paid project, to launch of automated retirement distribution functionality for over 300 clients.
* Developed standardized templates for PMO group to use throughout NFS—meeting agendas, minutes, issues logs, project and executive reporting templates.
* Create and maintain all artifacts from issues and risk logs, status reports and project plans for all projects.

WOLTERS KLUWER Financial Services, Inc., Waltham, MA June 2006 to January 2007

Program Manager, Technology and Application Development, Securities and Insurance

Responsible for the development of a Project Management Office for 4 business units.

* Developed standardized project management artifacts from status reports, issues and risk logs, project charters, and project plans.
* Consolidated and streamlined software development life cycle documentation for use across and between business units
* Implemented online resource utilization and time tracking system for all business units.
* Initiated software governance process across WKFS.
* Managed 6 IT project managers who managed a technology portfolio of over $10 million.

OMGEO, LLC Boston, MA April 2003 to April 2006

Senior Project Manager, Project Management Group, Product Development

Responsible for timely delivery of product releases for a range of post-trade settlement applications for a $200 million company. Lead cross-functional teams of product managers, designers, technical architects, developers, testers and operations staff through software development lifecycle in two office locations and with international outsourcing partners.

Accomplishments include:

* On-time delivery of 5 functional software releases for 3 major product lines
* Ahead of schedule delivery of 2 infrastructure projects
* Directed the implementation, roll-out and training of software portfolio governance program
* Developed and implemented release management assurance process for product development group
* Primary liaison for coordinating Six Sigma training and implementation

**EDUCATION**

Boston University, Department of Anthropology, Boston, MA. Ph.D., Social Anthropology

Boston University, Department of Anthropology, Boston, MA. Masters of Arts, Social Anthropology

University of California, Irvine. B.A., Anthropology, Concentration in Quantitative Social Science

**CERTIFICATION AND TECHNICAL SKILLS**

PMP Certification (2008), Lean/Six Sigma

Expert in all Microsoft Office Applications, MS Project, SSRS, SQL and MS Access