MR. N. LEIGH BARTLEY

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**PROGRAM DELIVERY MANAGER**

**PROFESSIONAL SUMMARY**

An accomplished technology professional with extensive experience in product, project, and program management across healthcare, life sciences, and banking industries. Proven expertise in leading solution development initiatives, platform migrations, and software implementations, ensuring compliance and driving business growth. Skilled in Agile and Waterfall methodologies, with a strong focus on client engagement, vendor management, and strategic business development, with demonstrated success in optimizing costs, enhancing user experience, and securing critical partnerships.

**AREAS OF EXPERTISE**

Product/Project/Program Management | Client/Stakeholder Engagement | Vendor Selection/Management

Platform Migrations | Vendor Software Deployments/Implementations | In-house Development Solutions | Agile/Waterfall Methodologies

Strategy | Business Development

**PROFESSIONAL EXPERIENCE**

**Truist Bank,** Atlanta, GA

**Sr. Product Manager – Agile**  **MARCH 2023 - PRESENT**

*Led platform migrations, MVP development, and fraud prevention initiatives for the 7th largest bank.*

* Led a major application migration to the bank’s new integrated SSO platform resulting in a $4M reduction in vendor costs and eliminating reliance on third-party vendors for enhancements, updates, and fixes.
* Championed the development of an MVP solution for our wealth clients as a viable alternative to the commercial platform option by validating the business cases with stakeholders and coordinating sessions with our market research vendors.
* Partnered with the Fraud Analytics team to identify solutions and develop contingency plans to address the issue of fraudster account takeover attacks.

**Slalom Consulting**, Atlanta, GA

**Sr. Consultant**  APRIL **2022 – FEBRUARY 2023**

*Led CCPA compliance, GCP implementation, and Workday projects as a consultant for The Home Depot.*

* Led consumer privacy projects, ensuring CCPA (California Consumer Privacy Act) compliance by collaborating with HR, Data Governance, and Legal on vendor MSAs and systems.
* Implemented a GCP solution for The Home Depot, generating $450K revenue for Slalom Consulting and solidifying a trusted partnership.
* Oversaw the migration to the Workday Learning platform and the Workday Security Portal launch and supported THDs 2023/2024 ESG program.

**Truist Bank**, Atlanta, GA

**Program Manager DECEMBER 2019 – DECEMBER 2021**

*Served as an interim program manager providing specialized oversight and management to multiple merger-related initiatives during the merger of SunTrust BB&T to become Truist.*

* Revitalized a stalled project, leading to the successful launch of a new integrated commerce product, significantly enhancing the bank’s commercial competitiveness.
* Managed multiple merger-related technology projects, including platform migrations for Commercial Deposits and Digital Treasury by consulting with the various project sponsors to clarify directives, project scopes, deliverables, and timelines, conducting risk analysis, and providing regular status updates to executive leadership.
* Fostered strong relationships with the Truist business leadership team, stakeholders, and vendors, maintaining a productive dialogue to drive business decisions, and achieve desired results.

**IJL Consulting**, Atlanta, GA

**Consultant JANUARY 2018 – NOVEMBER 2019**

*Provided business strategy and solution consulting services.*

* Worked with the Sales and Delivery leadership of a local laboratory software company on their SaaS product resulting in improved cost estimates, increased sales revenue by $30K, implementation timelines were streamlined and customer satisfaction.
* Strategized with new and existing clients in the healthcare and life sciences industries on solutions to meet the unique business needs and challenges they were experiencing.

**Feedzai,** Atlanta, GA

**Manager of Logistics & Client Support JULY 2016 – DECEMBER 2017**

*Managed the operational, organizational, and client engagement aspects for a small European Fintech that was establishing itself in the US.*

* Managed a $20M operations budget, significantly reducing costs associated with office leases, transportation, and temporary housing for employees.
* Partnered with the client and their consultants to better understand the business needs and actively advocated for solutions with the Lisbon product management team.
* Supported PMO Leadership in building the Atlanta project management team by selecting optimal project management tools and establishing best practices for the PMO.

**PROFESSIONAL EXPERIENCE**

**Identity Sciences,** Atlanta, GA

**Product Development Manager OCTOBER 2014 – JULY 2016**

*Led the development initiative for the company’s forensic laboratory information management system by aligning vision with goals, enhancing the UX, and securing the first government contract.*

* Developed and implemented the company’s forensic software product (AbP LIMS) by aligning the product vision and roadmap with leadership’s business goals and selecting the optimal vendor for growth.
* Designed the user experience (UX) of AbP LIMS, creating a “plating wizard” user interface that integrated with our robotic ATPS (Automated Testing Processing System).

**IT Solutions,** Atlanta, GA

**Consultant** **NOVEMBER 2011 – SEPTEMBER 2014**

*Provided program and project management services to clients in the healthcare, life sciences, and finance industries.*

* Led the strategic redesign of GlobalCare’s products and services, overhauling the core claims processing system and selecting cost-containment vendors which fostered strategic partnerships.
* Managed a $2.7M project for a server consolidation and data center migration for the Georgia Department of Natural Resources, serving as the key liaison between the CIO, Georgia Technology Authority, and vendors (IBM and AT&T).
* Oversaw a multi-million-dollar platform migration for Wells Fargo, transitioning 5,000+ accounts, surpassing their migration goals, and earning GSX an additional $500K in revenue and an additional year of contracted work.

**Sanofi,** Boston, MA

**Sr. Consultant**  **SEPTEMBER 2009 – OCTOBER 2011**

*Provided guidance on best practices for a global healthcare company’s successful deployment of their laboratory information management system.*

* Managed the configuration and deployment of their LIMS solution across multiple US and European divisions and manufacturing sites.
* Streamlined training schedules for most sites by up to 2 weeks through a redesigned deployment curriculum with a focus on best practices for product configuration and implementation.

**Centers for Disease Control and Prevention,** Atlanta, GA

**Sr. Project Manager OCTOBER 2005 – SEPTEMBER 2009**

*Oversaw multiple large-scale implementations and led product redesign initiatives for the CDC.*

* Led the inaugural implementation of STARLIMS across 20 laboratories within the National Center for Infectious Diseases (NCID), serving as the crucial liaison between the CDC project sponsor, NCID management, and the software deployment teams.
* Spearheaded the simultaneous STARLIMS implementation across 8 laboratories for the Respiratory Disease Branch and orchestrated the first deployment outside the continental United States to the Dengue Fever lab in Puerto Rico.
* Conducted focus groups and gap analysis workshops with key stakeholders to identify system enhancement requirements and led the redesign of critical software modules based on the insights gathered.

**ADDITIONAL RELEVANT EXPERIENCE**

IMPLEMENTATION MANAGER, Pfizer

* Oversaw the implementation of an enterprise compliance/quality management application for Pfizer manufacturing sites across 4 US divisions.

PROJECT MANAGER, AT&T

* Managed a data warehousing project for AT&T to resolve a data collection issue that had been negatively impacting the commissions of their sales representatives.

CONSULTANT, State of Florida

* Led the development and rollout of a Medicaid and Medicare claims processing software application for the State of Florida which allowed their physicians and hospitals to submit their claims in batches online.

CONSULTANT, Georgia Baptist Health Care

* Partnered with Georgia Baptist Health Care Systems’ senior leadership to assist with the selection of various vendors and tools they needed for the initial launch of their rural-market Medicare HMO startup ––this included the selection of a capitation vendor, a Medicare claims processor, and the development of an in-house membership eligibility tracking application.

IMPLEMENTATION TEAM MANAGER, Coventry Healthcare

* Launched new Medicaid HMO partnerships in Florida, Missouri, Virginia, Texas, and Ohio with Coventry Healthcare’s new public health line of business involving the configuration and implementation of our company’s enterprise software solution --eligibility, claims, authorizations, case management, provider contracts, credentialing, etc.

**TECHNICAL SKILLS**

Smartsheet | Project | Wrike | Confluence | SharePoint | Jira | Trello | Clarity | Miro | Lucidchart | Visio | Tableau | Salesforce

**EDUCATION & CERTIFICATIONS**

**Bachelor of Science – Behavioral Science**

Jacksonville University

**SAFe Agile 3.0** (POPM)

**Project Management Professional** (PMP)