

LEIGH BARTLEY

Sr. Product Manager / Program Manager

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PROFESSIONAL SUMMARY

Senior Product and Program Manager specializing in complex platform migrations, fraud prevention, and large-scale implementations in regulated environments. Delivers measurable outcomes, including \$4M in annual vendor cost savings, fraud loss reduction from \$7M to under \$1M, and 10% revenue uplift through digital channel optimization. Brings a track record of leading cross-functional teams across banking, retail, healthcare, and life sciences to ship secure, compliant solutions on time and within budget. Known for translating executive objectives into executable roadmaps, aligning vendors and stakeholders, and stabilizing high-visibility programs.

AREAS OF EXPERTISE

Program & Portfolio Management | Client/Stakeholder Engagement | Vendor Selection/Management | Business & Product Strategy
Agile/Waterfall Methodologies | In-house Solution Development | Vendor Solution Deployments/Implementations |
Platform & Hardware Migrations

TOOLS & PLATFORMS

Jira | Confluence | Workday (Learning, Security Portal) | GCP | ThreatMatrix | IFMX | SSO | LIMS (StarLIMS, LabWare)

PROFESSIONAL EXPERIENCE

Sr. Product Manager – Agile

Truist Bank | Atlanta, GA | MAR 2023 – PRESENT

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

- Led multiple platform migrations to the bank's integrated commercial SSO platform, delivering \$4M in annual vendor cost savings and eliminating reliance on third-party vendors for enhancements, updates, and fixes.
- Protected clients by reducing unrecovered fraud from \$7M in Q4 2024 to less than \$1M in Q4 2025 through integration with ThreatMatrix, IFMX, and other tools.
- Championed the development of an MVP solution for wealth clients, enabling greater flexibility when moving between personal and commercial accounts.
- Innovated the client experience with the bank's Wholesale Payments products, contributing to a 10% year over year increase in revenue.

Sr. Consultant

Slalom Consulting | Atlanta, GA | APR 2022 – FEB 2023

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

- Led consumer privacy initiatives for The Home Depot, delivering CCPA-compliant consent, preference, and data-access processes in partnership with HR, Data Governance, Legal, and InfoSec.
- Designed and implemented a Google Cloud Platform solution for The Home Depot, generating approximately \$450K in revenue for Slalom and strengthening a long-term strategic partnership.
- Oversaw the migration to Workday Learning and the launch of a new Security Portal, aligning technology, HR, and communications teams to improve training compliance and user experience.
- Established clear program governance, status reporting, and risk/issue tracking across privacy, cloud, and Workday workstreams to keep executive stakeholders aligned and decisions unblocked.

Program Manager

Truist Bank | Atlanta, GA | DEC 2019 – DEC 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 program and led the successful launch of a new commercial banking capability, significantly improving Truist's competitive position in the commercial market.
- Managed a portfolio of merger-related projects, coordinating cross-functional teams, resolving interdependencies, and delivering regular progress, risk, and issue updates to executive leadership.
- Built strong relationships with senior business stakeholders, creating a forum for transparent dialogue that accelerated decisions and aligned technology investments with commercial priorities.

Sr. Consultant

LabLynx | Atlanta, GA | JAN 2018 – DEC 2019

Provided business strategy and solution consulting for a laboratory software (LIMS) company.

- Partnered with leadership to streamline processes for selling and delivering the SaaS product, improving predictability and client experience.
- Championed adoption of tools such as Confluence and Jira to standardize requirements and implementation workflows, contributing to a \$30K increase in sales revenue in a single quarter.
- Advised healthcare and life sciences clients on LIMS solution design and configuration to address the unique business needs and challenges they were experiencing.

Manager of Logistics & Client Support

Feedzai | Atlanta, GA | JUL 2016 – DEC 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 client leadership and their consultants to clarify business needs and advocated for solutions with the Lisbon-based product management team.
- Supported PMO leadership in building the Atlanta project management team by selecting project management tools and establishing PMO best practices.

Product Development Manager

Identity Sciences | Atlanta, GA | OCT 2014 – JUL 2016

Led the development of the company's forensic laboratory software (AbP LIMS), defining the roadmap, enhancing UX, and helping secure the company's first government contract.

- Built and executed the roadmap for AbP LIMS, selecting the optimal vendor to accelerate growth.
- Designed the "plating wizard" UX and integrated it with LabWare LIMS and the robotic ATPS (Automated Testing Processing System) to streamline lab workflows.

Consultant

IT Solutions | Atlanta, GA | NOV 2011 – SEP 2014

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

- Led the strategic redesign of a healthcare cost-containment client's claims processing system; selected vendors and established partnerships to support growth.
- Managed a \$2.7M server consolidation and data center migration for the Georgia Department of Natural Resources, serving as the key liaison among 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 migration targets, and earning GSX an additional \$500K in revenue and a one-year contract extension.

ADDITIONAL RELEVANT EXPERIENCE

Sr LIMS Consultant | Sanofi

- Advised on best practices to support a successful StarLIMS deployment for a global pharmaceutical manufacturer.

Sr. Project Manager | Centers for Disease Control and Prevention

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

EDUCATION & CERTIFICATIONS

Bachelor of Science – Behavioral Science | Jacksonville University

PMP – Project Management Institute

SAFe Agilist (SAFe)