

LAURA ANDREWS, PMP, CSM

Senior Technical Program Manager | Program & Project Management | PMO Transformation



SUMMARY

Senior Technical Program Manager with 15+ years of experience leading complex enterprise technology initiatives across healthcare, financial services, FinTech, and telecommunications. Directs portfolios exceeding \$20M, leads 40+ cross-functional professionals, and manages end-to-end software implementations spanning SDLC, Agile/Scrum, PMO governance, risk, financial management, and stakeholder alignment. Delivered 25% faster project execution, reduced manual processes 20%, and improved client satisfaction from 67% to 87%. Trusted advisor to C-suite leaders, clients, vendors, and technology teams.

PROFESSIONAL EXPERIENCE

SENIOR PROGRAM MANAGER, *UST*

04/2026 – Present | Hoschton, Georgia, United States

- Lead a portfolio of 10+ concurrent healthcare projects with budgets totaling more than \$20M, consistently delivering projects on schedule and under budget.
- Manage cross-functional teams of 40+ engineers, testers, analysts, and project managers, including a key vendor partner engaged in the overall delivery of an LLM solution.
- Partner with C-suite stakeholders to define program roadmaps, translating business requirements into actionable engineering deliverables.
- Utilize Agile/Scrum aligned with hybrid PMO methodologies.

SENIOR PROGRAM MANAGER, *Ascendum Solutions*

03/2023 – 03/2026 | Hoschton, Georgia, United States

- Managed a portfolio of concurrent IT projects supporting organizational strategic initiatives, ensuring alignment between technology investments and enterprise healthcare goals.
- Prioritized and sequenced project intake across clinical, operational, and administrative departments based on strategic impact, regulatory deadlines, and resource capacity.
- Served as liaison between IT delivery teams and executive leadership to ensure program outcomes directly supported organizational priorities.

SENIOR CLIENT SUCCESS MANAGER, *Pegasystems*

02/2022 – 02/2023 | Orlando, Florida, United States

- Turned around a dissatisfied client relationship by proactively addressing concerns and mobilizing cross-functional teams for issue resolution, increasing customer satisfaction from 67% to 87% in less than one year.
- Championed the Innovation Nation Program with three women leaders, designing a nonprofit solution using low-code, AI-powered decisioning, and workflow automation; earned first place for program innovation.
- Directed customer relationships and weekly/monthly status meetings for technical solution implementations, aligning delivery with requirements, SLAs, adoption objectives, and customer expectations.
- Conducted quarterly client reviews, tracked KPIs, resolved escalated system issues, and identified renewal and referral opportunities while strengthening solution adoption through training and guidance.

DEVELOPMENT DIRECTOR – PROGRAM MANAGER, *FIS*

02/2021 – 02/2022 | Orlando, Florida, United States

- Contributed expertise to devise and deploy robust project/program management methodology to significantly minimize project delivery time/costs.
- Proactively ascertained, recommended, instituted, and trained teams on streamlined process improvements to optimize efficiency and ensure release standardization and quality across all enterprise projects.
- Championed and deployed comprehensive Project Management Practice for Project Managers and Scrum Masters with 25+ standardized processes, formal handbook, and training programs, successfully reducing project delivery times by 25%.
- Implemented program tracking, controls, financial reporting, and dashboards to streamline efficiency and reduce manual processes by 20%.

ENGAGEMENT DIRECTOR, *FIS*

09/2015 – 01/2021 | Orlando, Florida, United States

- Transformed the PMO Governance Practice by evaluating current-state processes and implementing standardized governance, performance reporting, dashboards, QBRs, EBRs, training materials, and enhanced change/risk management.
- Led programs for 3–4 top-tier clients, guiding project managers across multiple concurrent implementations, resolving obstacles, and maintaining disciplined execution and deliverable quality.

- Served as a pre-sales advisor, trusted advisor, and solution SME, delivering client presentations, communicating solution value, developing project estimates and Statements of Work, and securing stakeholder buy-in.
- Onboarded new clients and led initial five-week sprints, allocated resources, conducted delivery audits, managed escalations, presented monthly financials, and mentored project managers through structured training and team-development initiatives.

PROGRAM MANAGER, FIS

08/2012 – 08/2015 | Orlando, Florida, United States

- Led project reviews, risk assessments, financial budget tracking, forecasting, requirements management, and change management across complex technology implementations.
- Defined standardized project governance and end-to-end delivery processes covering risk, budgeting, estimating, tracking, configuration, testing, and implementation using Agile methodologies.
- Coordinated and trained QA teams responsible for documenting test modules, tracking progress, evaluating results, and resolving software defects to support implementation quality.
- Established formal implementation methodologies and strategic program practices while progressing into broader program leadership responsibilities, including delivery of a 37-branch bank core banking conversion in the Midwest.

PROJECT MANAGER, FIS

07/2009 – 08/2012 | Orlando, Florida, United States

- Served as primary liaison among clients, corporate stakeholders, vendors, and cross-functional delivery teams, coordinating scope, requirements, schedules, milestones, resources, and deliverables.
- Orchestrated strategic planning and simultaneous implementation of an innovative core banking solution and fully functioning teller system, coordinating product development, configuration, testing, and integration.
- Spearheaded end-to-end project planning and execution for a Canadian bank core banking solution, coordinating delivery requirements for customers supported in both English and French.
- Evaluated performance and operational efficiencies, implemented change controls, closed process gaps, and partnered with technology teams to improve solution stability, reliability, availability, and client alignment.

ENGAGEMENT DIRECTOR — TELECOM SOLUTIONS, Convergys

07/2001 – 07/2009 | United States

- Directed telecom solution engagements, applying program and project management expertise to coordinate technology initiatives, client requirements, and delivery priorities.
- Served as a trusted client resource, strengthening stakeholder relationships and maintaining alignment across project objectives, technology requirements, and delivery activities.
- Coordinated cross-functional resources and project activities to support successful execution of telecommunications technology solutions.
- Applied structured project management, client engagement, and delivery coordination practices throughout complex telecom solution engagements.

PROJECT MANAGER / PROGRAM MANAGER — TELECOM SOLUTIONS

02/1997 – 07/2001 | United states

Alltel Information Services

- Managed project and program activities supporting telecommunications technology solutions, coordinating requirements, schedules, resources, stakeholders, and delivery priorities.
- Partnered with internal teams and external stakeholders to support implementation planning, execution, and client delivery.
- Coordinated project requirements and milestones while maintaining communication across technology and business stakeholders.
- Applied project management and program coordination practices to support reliable delivery of telecom technology initiatives.

EDUCATION

Moraine Valley Community College, ASSOCIATE OF APPLIED SCIENCE (AAS)

1981 – 1983 | Palos Hills, Illinois, United States

CORE COMPETENCIES

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| • Technical Program Management Leadership | • Enterprise Project Portfolio Management |
| • PMO Governance & Transformation | • Agile Scrum Delivery Methodologies |
| • Software Development Lifecycle Management | • Strategic Planning & Execution |
| • Risk & Change Management | • Budget & Financial Management |
| • Executive Stakeholder Engagement | • Cross-Functional Team Leadership |
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CERTIFICATES

Project Management Professional (PMP) — Project Management Institute, **Certified Scrum Master (CSM)**