

# LAURA ANDREWS, PMP, CSM

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



Laura Andrews is a senior program and project management leader with more than 15 years of experience directing complex technology initiatives across healthcare, financial services, FinTech, and telecommunications.

Her career has been built around a consistent challenge: turning complicated initiatives into structured, executable programs that organizations can actually deliver.

At UST, Laura leads a portfolio of more than 10 concurrent healthcare projects representing over \$20 million in budgets while coordinating a 40+ person cross-functional delivery organization spanning engineering, testing, analysis, project management, and external partners. Her work requires more than schedule management. She connects executive priorities, business requirements, technical delivery, financial controls, risk, and stakeholder expectations into a coherent operating structure.

That perspective developed through progressive leadership roles at Ascendum Solutions, Pegasystems, and FIS.

At FIS, Laura helped transform project-management practices by establishing standardized governance, performance reporting, dashboards, training programs, financial controls, and change-management processes. She subsequently helped deploy a formal Project Management Practice incorporating more than 25 standardized processes, a project-management handbook, and structured training programs—contributing to a 25% reduction in project delivery time and a 20% reduction in manual processes. Her leadership also extends beyond internal delivery. At Pegasystems, Laura helped recover a challenging client relationship, increasing customer satisfaction from 67% to 87% in less than one year. She has advised clients, executives, technology teams, vendors, project managers, and cross-functional stakeholders throughout complex implementations.

Laura's leadership style is grounded in clarity, accountability, disciplined execution, and practical collaboration. She believes successful transformation happens when strategy is translated into specific ownership, measurable outcomes, realistic timelines, and sustained organizational adoption.

Her PMP and Certified Scrum Master credentials complement a career centered on program governance, portfolio management, strategic planning, process improvement, change management, financial oversight, stakeholder engagement, and cross-functional leadership.

Today, Laura brings an uncommon combination of technical program leadership, PMO transformation experience, healthcare technology exposure, client engagement, and operational discipline to organizations navigating complex strategic initiatives.