

LAURA ANDREWS, PMP, CSM

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



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SWOT ANALYSIS

STRENGTHS

1. Enterprise Program Leadership

Laura currently manages more than 10 concurrent healthcare projects representing \$20M+ in portfolio responsibility, demonstrating experience operating across multiple initiatives rather than managing isolated projects.

2. Cross-Functional Leadership

She has coordinated and led teams involving 40+ engineers, testers, analysts, project managers, and external partners, giving her practical experience connecting technical and business functions.

3. PMO Governance & Transformation

Her FIS experience provides a particularly relevant foundation for a consulting-oriented project management leadership role. Laura redesigned governance practices, introduced standardized processes, developed dashboards and reporting structures, and strengthened risk and change-management disciplines.

4. Measurable Process Improvement

Her work produced identifiable outcomes:

- 25% faster project delivery
- 20% reduction in manual processes
- 67% → 87% customer satisfaction
- 25+ standardized project-management processes

These metrics give her leadership story measurable substance.

5. Executive Stakeholder Engagement

Laura has worked directly with C-suite stakeholders, clients, vendors, technology leaders, and delivery teams. She understands that executive stakeholders need visibility into business outcomes, financial exposure, risk, dependencies, and decisions—not merely project activity.

6. Healthcare Technology Exposure

Her current role places her directly within healthcare technology delivery, including a portfolio of concurrent healthcare initiatives and involvement with an LLM solution.

DEVELOPMENT AREAS

1. Direct Healthcare Consulting Leadership

Laura's background demonstrates substantial healthcare technology program leadership, but the Kaweah Health role specifically emphasizes an internal Project Management & Consulting Office supporting executive leadership and the Board.

Her positioning should therefore emphasize her transferable consulting, governance, executive-advisory, and portfolio-management experience without overstating formal healthcare consulting-office leadership.

2. Strategic Planning Ownership

Laura has aligned technology portfolios with organizational strategic initiatives and partnered with executives on roadmaps. Her materials should clearly demonstrate this connection while avoiding implying that she has personally owned an enterprise strategic plan unless documented.

3. Performance Improvement Frameworks

Her experience with process standardization, governance, dashboards, delivery optimization, and change management provides strong evidence of performance improvement capability. If she has formal Lean/Six Sigma or healthcare performance improvement experience not included on the résumé, that should be added.

OPPORTUNITIES

Executive-Level Portfolio Leadership

Laura can position herself beyond traditional project delivery by emphasizing her ability to evaluate competing initiatives, establish priorities, allocate resources, monitor performance, and connect portfolio execution to organizational objectives.

Organizational Change

Her PMO transformation experience creates an opportunity to position her as a leader who does not simply implement project-management processes but helps organizations adopt new ways of working.

Healthcare Transformation

Her current healthcare portfolio experience creates a natural bridge into strategic healthcare project leadership involving operational efficiency, technology modernization, stakeholder alignment, and sustainable implementation.

Internal Consulting

Her FIS and Pegasystems experience can support a consulting-oriented narrative: diagnosing delivery problems, mobilizing stakeholders, designing practical solutions, and creating structures that improve execution.

THREATS / RISKS TO ADDRESS

Competition from candidates with direct hospital-system consulting leadership

Candidates may have deeper experience inside health-system strategy, performance improvement, or hospital operations. Laura should therefore make her healthcare technology + portfolio leadership + PMO transformation combination highly visible.

Potential perception of being primarily technology-focused

The Director role extends beyond technology. Her materials should consistently connect technology delivery to:

- operational improvement
- financial discipline
- organizational priorities
- stakeholder outcomes
- change adoption
- sustainable process improvement

Education Alignment

The position requires a bachelor's degree and prefers a master's degree. Laura's documented résumé lists an A.A.S. Her application materials should not obscure this distinction. If she has additional accredited education not currently listed, it should be incorporated accurately.