MICHAEL R. SUTTON, PMP, CSM, SA

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Senior PMI certified Project Management Professional (PMP) with over 13 years of experience building cross functional delivery teams and leveraging agile iterative software development methodologies to rapidly deliver user-centric, resilient, scalable, digital services solutions. Presently looking for opportunities to leverage the combination of technical background with a strong product discipline to lead information technology initiatives for a rewarding company.

CORE COMPETENCIES

Product Management • Human Management • Site Reliability Engineering • Telemetry • Agile Scrum • User Driven Design • Scaled Agile Framework (SAFe) • DevOps • Resource Management • Objectives and Key Results • Continuous Integration / Continuous Deployment • Risk Management Frameworks

Skyward IT Solutions – skywarditsolutions.com   *June 2019 – Present*

Director of Program Delivery
Establishing, measuring, and delivering industry best practices for digital services delivery for 35+ FTEs in the areas of product management, software engineering, verification and validation / testing, and human-centered design for federal programs with combed revenue over $75MM.

- Increased delivery vertical by 20 FTEs through establishing CMMI Certified core values for digital services delivery.
    - Received excellent customer ratings Contractor Performance Assessment Reporting System (CPARS) ratings.
    - Established weekly engineering review of system design of implementations on Amazon Web Services (AWS) ensuring sound engineering practices, including proper telemetry and instrumentation resilience and reliability.
    - Defined the user-centric product roadmap for Source Control Management implementation, on-premises GitHub, through defining product milestones and measurable key results.
- Established monthly PMO program review with c-suite level leadership to review program budgets, success metrics, system telemetry dashboards, and program health KPIs.
- Authored solutions and responses to RFI, RFP, other preaward spoliations.
- Responsible for sourcing, interviewing, and qualifying candidates in product, engineering, security, and user experience verticals leveraging Indeed. Created Job Descriptions, defined company career levels and pay bands for all vertices.
- Created a performance review program, company book club, employee assistant / support program, and defined company incident response program.

Ad Hoc, LLC – adhocteam.us   *Jan 2017 – June 2019*

Program Manager | Beneficiary Claims Data API [Remote & Onsite] | *June 2018 – June 2019*
Led the 2019 FedHealthIT Innovation Award Winning program team of 25+ FTEs to conceive, develop, and launch a secure, HL7 Fast Healthcare Interoperability Resources (FHIR) standards based, APIs to enable organizations to retrieve authorized Medicare claims data.

- Established and reviewed the first federal product roadmap for the HL7 Bulk FHIR Standard.
- Reviewed and drove decisions through telemetry solutions including New Relic, Splunk, and Google Analytics dashboards.
- Created Google Groups user community to solicit direct product feedback and create user evangelists.
- Managed budget and finances, personnel, and invoicing and established and measured objectives and key results for the delivery team and product.
- Lead OWASP based Thread Modeling sessions to identify and mitigate security vulnerabilities.

Program Manager | Quality Payment Program[Remote & Onsite] | *Jan 2017 – Jun 2018*
Managed the remote program team of 45+ FTEs to conceive, develop, and launch the qpp.cms.gov informational Content Management System (CMS), RESTful API micro-services, and supporting resilient infrastructure for the Centers for Medicaid and Medicare Services (CMS).
- Built and managed delivery team through the production launch of the first QPP Submission Window.
  - Achieved 91% program participation during the 2017 submission period surpassing forecasted KPI
  - Increased program size by 20 FTEs from task order award.
  - Managed five subcontractor partnerships, budget and finances, personnel, and invoicing.
- Led the end-to-end product vision and delivery for informational web portal, consumer authentication/authorization micro-service, and provider profile micro-service.
  - Utilized Scaled Agile (SAFe) methodology for strategic product planning and oversight; identifying integration points and dependencies.
  - Established release management process across multiple Delivery Teams.

Oracle | Opower – www.opower.com   *Jan 2016 – Jan 2017*

Technical Project Manager | Energy Efficiency Program Delivery
Led cross functional delivery teams to configure and deliver Opower's Software as a Service (SaaS) product suite for six large ($1MM/year – $10MM/year) Energy Utility clients.
- Managed complex technical implementations increasing energy savings (MWh) over 12% from the previous year.
  - Utilized Agile Kanban methodologies to prioritize project implementation and team resourcing across multiple clients.
  - Created Business Intelligent Dashboards leveraging SQL queries to track and measure client's service level agreements (SLA).
- Served as a key resource on the proposal and solicitations response team. Specializing in technical writing for implementation methods, schedule, and budget.

Aquilent Inc. – www.aquilent.com   *Dec 2014 – Jan 2016*

Product Manager | HealthCare.gov - Website Operations, Maintenance, and Support
Managed cross functional matrix teams through software development life cycles of HealthCare.gov for leveraging the Scaled Agile Framework (SAFe).
- Delivered "Window Shopping" Premium Estimation Tool (healthcare.gov/see-plans/) increasing consumer HealthCare enrollment conversions 80% over the previous enrollment year.
  - Established and executed IT Project Plans within targeted cost and schedule variance.
  - Authored SAFe Product roadmap, Program Increment Plans, authored user stories, and prioritized and groomed Jira backlog.
  - Coordinated Agile Release Train (ART) deployments across multiple development environment.

Synergy Software Design, LLC – www.ssdllc.biz   *Aug 2008 – Dec 2014*

Project Manager | NAVFAC-EXWC Enhancement & Maintenance Development
Executed a multi-year modernization program managing all phases of the Agile scrum software development life cycle of the enterprise web software solution for reporting of specialized U.S. Navy assets reducing inspection costs 6% per square yard.

Education and Certifications

University of New Haven | *2004 - 2008*
Bachelor of Arts Music & Sound Recording, Bachelor of Arts Music Industry, Minor Business Administration

Project Management Professional [PMP] - Project Management Institute – Number: 1692730
Certified ScrumMaster [CSM] – Scrum Alliance – Number: 000334419
SAFe Agilist [SA] – Scaled Agile, Inc. – Number: 34338113-1308