Gloria Talton, PMP®

# Certified Project Management Professional

# Summary

Project manager with 15+ years’ experience executing projects of all sizes. Diverse experience in software development projects, data transformations, and business process automation projects for financial services, Insurtech, ERP cloud integrations. Strong business acumen and executive presence including presentation to external customers, executives, and all levels of stakeholders.

# Professional Experience

**Certifications**

* **Project Management Professional (PMP),** Project Management Institute, 2022
* **Associate in Risk Management (ARM),** The Institutes, 2012
* **Certified Scrum Master** (ETA July 2023), (In- progress)

# Project Services, Application Development Manager

*Broadspire, a Division of Crawford and Company Sunrise, FL 2018-Present*

* Managed business project roadmap for InsurTech application development projects on Salesforce using Digital Experience, Lightning, Classic for $22M business unit startup
* Led teams of project managers, claim SMEs, business analysts, developers, QA leads, and Sysadmins
* Implemented division-wide MFA/SSO implementation with Azure/AD gateway
* Deployed SaaS digital messaging products to support adjuster-claimant collaboration including SMS, E-mail, customer web portal
* Implemented robotics process automation (RPA) via UiPath to translate claim intake data into case management platform
* Standardized Agile procedures for daily stand ups, sprint planning, product backlog refinement, user story and business requirements documentation
* Presented project statuses, budgets, roadmaps to senior executive teams
* Supply chain & SOW management for third party insurance software suppliers and contractors

# Implementation Project Manager

*Broadspire, a Division of Crawford and Company Sunrise, FL 2009-2018*

* Created and executed project plans for technology implementations of data file interfaces and APIs, customer facing web portals, business process automation, and 15 data conversions all contributing to department growth from $5M ARR to $17M ARR
* Led large project teams of 25-50 internal users, external customers, contractors, vendors conduction all aspects of project management, project status reporting, daily stand up/Scrum meetings, project budgeting, vendor contract management.
* Delivery manager for Annual SOC/compliance audits coordinating responses from internal application teams and external service suppliers
* Developed mapping schemes for insurance policy and claim conversions and claim data migrations
* Created customer specification templates to support standardized configuration of account, policy, benefit modules (SaaS)
* Managed Salesforce service cloud implementations including Content Management, Custom Flows, Case Auto-assigner, Digital Experience portal, Web services
* *Also selected as interim Operations Director due to department resource gap from 10/2013-10/2015*

# Project Manager – Platform

*American Express Company, Miramar, FL 2008-2009*

* Developed project plans and business requirement documentation, process diagrams while serving as project manager of large cross functional team.
* Managed software compliance project in travel services to deliver Homeland Security TSA requirements (now known as TSA Precheck)
* Led customer intelligence project to transform business processes to manage customer profiles. Identified $500K business opportunity for customer retention and acquisition in retail stores

# Lead Information Technology Business Analyst

*Crawford And Company, Plantation, FL 2006-2008*

* Lead project definition, analysis and design of software development projects including stakeholder analyses, and CBA/ROI for proposed projects.
* Managed requirements analysis, testing and deployment of regulatory project to implement electronic billing and state reporting for workers’ compensation. Resulted in ability to reduce throughput time on medical claims by nearly 30%.
* Managed business integration and deployment of software applications for insurance technical services, medical billing automation, and data conversions between carriers and third-party administrator.

# Education

**Master of Science**: Instructional Design and Technology, St. Thomas University - Miami Gardens, FL (2022)

- with Honors, Pi Lambda Theta Honor Society, Kappa Gamma Pi Honor Society

**Bachelor of Science**: Management Science, University of Phoenix - Plantation, FL (2005)

# Expertise Skills

* InsurTech claims ecosystems
* Project planning
* Waterfall
* Agile/Iterative development
* Business Strategy and Road mapping
* Business partner/Stakeholder management
* Usability/User Experience Interviews
* Quality Assurance/Acceptance Testing
* SaaS/ERP Implementations
* P&L forecasting and budgeting
* Vendor Contract and SOW Management
* Digital Collaboration
* IT Service management
* SCRUM
* Salesforce
* UX
* SQL
* MS Project
* JIRA
* ServiceNow
* Smartsheet
* Google Sheets
* LMS / Canva
* Critical Thinking
* Presentations

# Community/Causes

**Executive Advisory & Program Manager** *Okay Institute Inc. (2017-present)* **Program Delivery**, *Junior Achievement of South Florida (2006-2009)* **CASA/GAL**, *Guardian Ad Litem of Broward (1999-2007)*