

# STEPHEN HOPKINS

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## SUMMARY

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Experienced management consultant with a proven track record of successfully leading complex projects across multiple industries. Demonstrated expertise in managing project timelines, analyzing business requirements, and communicating complex ideas to diverse stakeholders. Proficient in agile and scrum methodologies, JIRA, Confluence, and other project management tools.

## WORK EXPERIENCE

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### Accenture

New York, NY

#### Management Consultant – Strategy & Consulting: Life Sciences Group

May 2021 – Mar 2023

##### Project Manager – F100 Life Sciences Client

- Created product roadmap and managed upgrade and release timelines for client's digital product. Prioritized feature development leveraging agile methodologies and tools (e.g., JIRA) to ensure efficient development processes and timely feature releases
- Facilitated and led product ceremonies (sprint planning, daily scrum, sprint reviews, and retrospectives)
- Collaborated with cross-functional teams to oversee the implementation of 14 enhancements related to UI/UX and system functionality, spanning 8 interfacing systems including EMR & EHR systems

##### Business Process Lead – F100 Life Sciences Client

- Performed a fit/gap analysis of client's processes and technologies, identifying opportunities for improvement. Recommended a cloud-based digital solution to replace current technology, showcasing how it would streamline processes, enhance efficiency, and drive cost savings. Assessment resulted in two \$5M deals signed for implementation phase of work
- Conducted stakeholder interviews and working sessions to identify and prioritize use cases and future state process needs. Collaborated with global business leads/product owners to assess capabilities and identify high-level user requirements
- Created process flows and mappings for current state/future state processes. Mapped and confirmed program strategy, process scope and owners. Identified key integration/collaboration points. Finalized roadmap and delivery plan

#### Senior Consulting Analyst – Strategy & Consulting: Products Group

Nov 2019 – May 2021

##### Project Manager – State Government Client

- Managed a team of 25 analysts performing fraud investigations for pandemic relief. Created and implemented new business processes and ways of working improving investigation efficiencies by 30%
- Developed training and demonstration material for client and Accenture team. Onboarded and trained 50+ team members consisting of full end to end business processes whilst utilizing collaboration tools like Mural during virtual workshops
- Led daily stand-ups/touchpoints to ensure business process workflows were being followed and KPI's were being achieved. Helped grow client account to Diamond status (\$100M+ annual revenue) and received distinctive achievement performance (EOY Bonus)

##### Business Analyst – F500 Life Sciences Client

- Collaborated with UI/UX team to drive development of web application ensuring project milestones were achieved and project plan/roadmap was being followed. Revised UI mockups, wireframes, and prototypes to accurately illustrate web form interface elements, like menus, tabs, and widgets. Tested and troubleshooted UI/UX
- Drove requirement gathering sessions. Analyzed business requirements and converted them into user stories and test scripts. Led testing developments for an agile methodology implementation. Hosted daily/weekly scrum meetings. Managed risks, dependencies, and escalations

#### Consulting Analyst – Strategy & Consulting: Products Group

Mar 2018 – Nov 2019

##### Project Manager – F500 Life Sciences Client

- Developed and managed project plans, timelines, and budgets, effectively coordinating resources and tasks to meet project objectives and deadlines. Drove deliverable completion (40+) utilizing tools (e.g., JIRA, Confluence). Managed RAID log and RACI matrix
- Performed data administrator duties in Kinaxis Rapid Response leading user profile mapping and profile variable configuration. Defined access requirements & licensing for 200+ global users based on a combination of location, job duties, and title
- Leveraged test scripts from previous global deployment teams to develop test scenarios and draft test scripts for Supply Chain Planning SIT and UAT capabilities. Served as North America test lead for SIT using HP ALM executing 100+ tests. Led UAT scheduling and test sessions for 60+ North America users

## SKILLS & INTERESTS

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**Languages:** Basic skills in Spanish

**Skills:** Program and Project Management, PMBOK, SDLC. Products, Life Sciences, Life Sciences Supply Chain, Go-To-Market Strategy, Business Process Design, Jira, Confluence, Atlassian, Microsoft Office, HP ALM, Kinaxis Rapid Response, Service-Now, Waterfall Methodology, Agile Methodology, Scrum Methodology, HASTUS, OKTA, HTML, CSS, Python, SQL, Tableau

**Interests:** Volunteer coach at NYC Make a Play AAU basketball instructing youth ages 8-18 in player development and fundamentals

## EDUCATION

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### New York University

New York, NY

B.S. in Applied Psychology; Minor in Web Programming & Applications