|  |
| --- |
|  |

**Keith Thomas**

|  |  |
| --- | --- |
| Education/Certs | **Master of Business Administration, Finance**, DALLAS BAPTIST UNIVERSITY, Dallas, TX **Bachelor of Science, Math-Computer Science**, LANE COLLEGE, Jackson, TN • PMP®, ICAgile Certified Professional, Certified ScrumMaster® • Pega Certified System Architect • Pega Certified Business Architect • Pega Certified Decisioning Consultant |
| Related Experience | * Loyal and adaptable Project Delivery Leader delivering successful technology enablement and automation projects for clients in the insurance and finance sectors.
* Delivering SaaS (Software as a Service) solutions, Business Analyst & Solution Design, and process improvement requirements definition, with a successful record of reducing solution time-to-market, increasing return-on-investments (ROI), increase customer engagement, reducing process time to completion.
* Experienced in medium to large-scale technology projects, ERP systems, Health Care & Insurance Claims, Banking & Finance Business Process Improvement & Automation, Low Code platform design and configuration, AI powered Decisioning and Automated Workflow, and Stakeholder Engagement.
 |
| Skills | Project Delivery| Business Process Analysis & Design Improvement | Certified Agile | Certified SCRUM Master | Low Code| AI & Decisioning | PMP Training |Pegasystems, Claims Management, Apache Kafka, ERP, UAT, Business Process Automation, Project Delivery, Customer Engagement,  |
| Location | Dallas, TX – open for relocation for this role  |

**Professional Experience**

**Pegasystems, Waltham, MA 09/2019 – 08/2023 Project Delivery Leader**

Pegasystems provides low code platform solutions for AI powered decisioning and automated workflow for multinational companies, including banking, finance, **insurance**, manufacturing, and health care **clients**.

* Reporting to Regional Director/Consulting Managers and responsible for Systems Architects, UI Solution Developer, **Robotics Systems Architects**, Business Architect, Technical/performance Architects, **SaaS solutions delivery** and Experience Designers, Decisioning/AI Analysts and Designers.
* Accountable for solution design, testing, and delivery – within **budget, scope, and ROI targets**.
* Fraudulent Charge Disputes Correspondence required intensive human interactions, and prone to errors leading to compliance violations. Lead a team to design an AI powered decisions and **automated workflow solution** to reduce by 98% errors, reduce human interactions by 90%, and increase compliance to 100%
* **Business process and workflow systems** did not support current business process and lacked aliment roadmap for future state requirements. Lead the successful delivery of modernization strategic application, which resulted in solution to support future state development, 30% increase in end-user engagement, and 55% reduction in case process time.
* Lack of stability and reliability of **robotics process automation**, lead stabilization remediation.

**CVS Health – Pharmacy Benefit Management, Irving, Texas 09/2013 – 08/2019 Consultant/Analyst** Reporting to Director/Senior Manager and responsible for Strategic documentation and deployment of our clients’ prescription benefit plan designs, building relationships with key partners through a consultative approach to understand client benefit plan design needs, and functional requirements analysis and design. Accountable for Translating client needs and requirements to stakeholders and Accurate systems configuration of client functional requirements.

* Client industry changes resulted in an out-of-compliance **claims processing system**. – Analyzed and configured **a robotics processes automation solution** within 24-hours and before year-end deadline.
* Drug utilization Requirements plan design need 30 to 45 days per case. – Design and development automated solution reducing process time from 30 days to 60 seconds per plan.

**Cap Gemini Ernst & Young, Irving, TX 09/2013 – 08/2019 Senior Management Consultant**

* A strategic partner to multinational companies, leveraged technology to enable business transformation.
* Providing deep industry expertise in areas such as cloud, data artificial intelligence, connectivity, software, and digital engineering.
* Development and management of the approach, methodology, and work plan/ schedule for solution delivery
* Gather business drivers, analyze requirements, development management, unit. testing and configuration activities of all key vendors in delivery of a complete integrated OSS solution.
* Coordination with Client Senior Leadership to Expand Product/Service offering implementation/integration.
* Engagement KPI Analysis and Revenue/ROI Impact Integration.
* Design and execution of training strategies, plans and documentation.
* Current and future state process analysis and design
* User Acceptance Testing planning and execution

**JPMorgan Chase & Co. 2008 – 2012** [**Investment**](https://www.linkedin.com/talent/search?origin=GLOBAL_SEARCH_HEADER&searchContextId=&searchHistoryId=&searchJobTitleText=Chase%20Investment%20Services&searchJobTitleUrn=&searchKeyword=&searchMemberId=&searchRequestId=&start=) **Advisor**

* Prospecting, managing and retaining key clients
* Understanding client investment goals and objectives and developing a diversified investment plan and strategy to meet goals using developed models and recommended products
* Advising clients with complex investment relationships on asset allocation and portfolio construction for strategic and tactical decisions
* Identification & Development Post Engagement Sales Opportunities.
* Revenue & ROI Analysis
* FINRA Series 7, 63, 66 and Group 1 licensed meeting FINRA continuing education requirements

[**Ameriprise Financial Services, LLC**](https://www.linkedin.com/company/3032)**· Full-time Dec 2003 – Apr 2007**[**Financial Advisor**](https://www.linkedin.com/talent/search?origin=GLOBAL_SEARCH_HEADER&searchContextId=&searchHistoryId=&searchJobTitleText=Financial%20Advisor&searchJobTitleUrn=&searchKeyword=&searchMemberId=&searchRequestId=&start=)

* Helping client achieve financial success through comprehensive financial planning
* Utilizing various investment vehicles to ensure clients realize measurable goal achievement

**Cambridge Integrated Services Group, Inc, Carrolton, TX July 2001 – April 2003** **Project Manager/Team Leader**

* Providing clients with efficient and effective claims management and adjudication Technology solutions. Managed team support of both the production support and development of the **Insurance Claims Management system**.
* **Client relationship management and brokering**
* **Claims processing** Subject Matter Expert