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| Adam GuediriBusiness Transformation Manager |
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| SUMMARY |  |  |
| Expertise |
| **🏢Insurance Industry Knowledge**: With a deep understanding of the insurance sector, I have been instrumental in developing and implementing technology solutions tailored to the unique needs of this industry. My insights into insurance processes and regulations have enabled me to create solutions that enhance operational efficiency and compliance.**🤖 UiPath and .NET:** My technical skills in UI Path and .NET have empowered me to develop custom automation solutions, integrations, and applications that have revolutionized business operations. I have a proven ability to create user-friendly interfaces and efficient software solutions.My passion for innovation and my commitment to delivering results have driven me to consistently exceed expectations in my professional endeavors. I am eager to leverage my expertise to tackle new challenges and contribute to the success of organizations seeking to harness the power of RPA, Statements of Work, insurance, UI Path, and .NET. |  | * Business Transformation
* Management Consulting
* Process Improvement
* Project & Program Management
* Product Management
* Robotic Process Automation
* Change Management
* Digital Marketing
* Sales | Account Management
* Service Delivery
* Software Development
* Agile Coaching
* System Implementations
* Data Analysis

SKILLS* Digital Transformation - 10 years
* Project Management - 10 years
* Software Projects - 10 years
* Agile – 10 years
* Scrum - 10 years
* SDLC - 10 years
* Jira – 9 years
* Project budget size up to $185 million

Certifications* Certified Scrum Master (Scrum Alliance, Certificate ID: 516988)
* Certified Business Architect (CPBA) (Credential ID: 361188038)
* Certified System Architect (CSA) (Credential ID: 361648012)
* Project Manager Essentials Certification (PMEC)
* (Six Sigma Management Institute (Credential ID 52882551)
* Change Management Certified (ALISON, Credential ID 1383-18463944)
* Lean Six Sigma Yellow Belt (Certificate ID: 32178685)
* ITIL® Foundation Certificate in IT Service Management (Certificate ID: GR750401832AG)
* Scrum Fundamentals Certified (SFC, Certificate ID: 86263)
* AWS (Digital) Business Professional Certified (Certificate available upon request)

Education**Bachelor of Business Administration in Management Information Systems**Minor in Consumer Economics University of GeorgiaTerry College of BusinessClass of 2015Athens, Georgia**Master of Science in Computer Information Systems and Business Analytics (MS CISBA)**West Texas A&M UniversityClass of 2023JOB ROLES* Product Owner
* Business Transformation Manager
* Digital Transformation Manager
* Client Success Manager
* Innovation Lead
* PMO Lead / Project Manager

Employers* 2023 RadiFi
* 2022 Capgemini
* 2019 Pegasystems
* 2019 Definition 6
* 2016 Sogeti (Capgemini)
* 2012 Optimizit Inc

Clients* 3M
* Raytheon
* Phillips 66
* JP Morgan Chase
* AMEX
* Google
* Genentech
* Progressive Insurance
* Kaiser Permanente
* SAIA
* Harman International
* First Tech Federal Credit Union
* Navy Federal Credit Union
* USAA
* Virgin Voyages
* Allscripts
* Amedisys
* Blue Cross Blue Shield

Industries* Insurance
* Financial Services
* Healthcare
* Telecom
* Logistics
* Energy
* Media
* Retail

Enterprise systems* Oracle R12 & Fusion (ERP)
* Salesforce.com (CRM)
* ServiceNow
* SAP
* Adobe Cloud

 Technology* MS-Office Suite
* Smartsheet (Project Mngt)
* Lucidchart (Process Modeling)
* Jira
* Confluence
* Excel
* UI Path
* Power BI
* Salesforce
* Tableau
* Mendix
* Oracle Cloud Infrastructure (OCI) 6 years
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| Experience |
| June 2023 – PresentDirector of Digital and Operations Transformation RadiFi Credit Union* Develop in-depth understanding of current operations, processes, systems, technology, and member/consumer journeys.
* Enhance the member and associate experiences in all facets of delivery channels and operations to ease effort and assist in driving growth. Lead integration/implementation in coordination with Information Systems to improve the overall member and associate experience.
* Collaborate with business units, Information Systems team, Training Director, and vendors to ensure omnichannel, digital strategies and goals are met. Coordinate with the retail/marketing teams, to drive sales/conversions across digital and operational channels.
* Manage the digital banking platform for a frictionless member experience, implements enhancements, new functionality, and additional integration with othersystems.
* Develop and execute operational plans in support of the strategic goals of the company; optimizing people, processes, and technology; along with keeping current with emerging industry trends through an innovative mindset and member-centric approach.

October 2022 – June 2023**Business Transformation Manager** • CAPGEMINI GROUP* Perform Project Management / Stream Management role during transformation projects for internal and external clients.
* Ensure the delivery of a high quality, professional and proactive customer-focused service.
* Responsible for delivering and managing Intelligent Customer Operations programs focused on 1:1 Digital Marketing and business process optimization.
* Manage project plans, reporting to the customer and internal management.
* Plan activities, defines project approach, scope, milestones, success criteria, deliverables, risks, contingencies and allocating appropriate resource requirements ensuring that quality assurance activities are embedded.
* Craft Stat financials, work plans, resource allocations, and adjust as required.
* Responsible for all PLM focused initiatives and assess risks that may impact desired product functionality.
* Develop proposals - from client request through to final issue and potentially subsequent project delivery.
* Build and maintain strong working relationships with key internal and external stakeholders.
* Convey relevant information to management, ensuring clients (internal management or customer) are aware of assignment progress/service status.
* Support sales pursuits to design transformation plans for BSV clients, working with bid management team, transition management and solution architects during project delivery.
* Monitor and report project progress, monitor risks and prepare mitigation plans.
* Provide guidance and advice to individuals ensuring that they obtain opportunities to enhance or support personal and professional growth and learning.
* Owned delivery of RFI/RFPs to align solutions and provide roadmaps which meet the needs of our customers
* Develop transformation agenda for existing and new clients.

August 2019 – October 2022**Client Success Project Manager** • PEGASYSTEMS INC.* Actively foster and manage the success of a portfolio of top tier assigned Corporate Market clients.
* Establish a trusted relationship with each client and drive continuous value of our products.
* Drive engagement and adoption and foster enthusiastic, passionate clients.
* Responsible for owning customer satisfaction, retention, renewal management and expansion of existing accounts.
* Collaborate with the sales teams to onboard and train new clients.
* Build and conduct executive business reviews, listening to customer feedback and discovering areas of improvement.
* Collaborate with the Growth Executive team to identify upselling and cross-selling opportunities.
* Negotiate and close renewal business with c-level executives and decision makers, to meet or exceed revenue quotas.
* Own churn, retention, and growth monthly targets for assigned client accounts.
* Work with Account/Channel Managers to build and execute annual Success Plans, Risk Renewal Reports for assigned accounts.
* Establish and grow relationships with executive sponsors and decision makers to implement Channel Partner and Customer strategies that drive continuous improvement and value for their business operations.
* Provide customer training for metadata and content delivery and management.
* Deliver project and program management for professional services requests while building financial reports for internal and external periodic business reviews.
* Establish and developing C-level relationships with the customer to ensure successful execution of multiple initiatives across business workstreams.
* Assess program risks, anticipate challenges, and provide escalation management when necessary.

**Innovation Business Project Lead** • PEGASYSTEMS INC.* As a critical member of the Global Innovation Team focused on defining the client’s desired business outcomes, I am responsible for helping organizations develop an understanding of how innovation will enable and accelerate their most strategic digital transformation initiatives. Catalyst engagement scope includes:
* Manage multiple onshore and offshore team members to ensure that deliverables and milestones are being met.
* Implemented Artificial Intelligence (AI) and Chatbot technology
* Create and deliver high-quality Catalyst deliverables across all phases of the sales and potential services activities.
* Lead and manage the client and colleagues through the business outcomes workshops.
* Create business value assessments to identify areas of value and opportunities to drive end-to-end automation for clients.
* Leverage industry experience to consult and influence the client’s technology direction.
* Apply design thinking methods to solve complex customer problems with a user-centered approach.
* Explore, learn, and share various digital transformation methodologies and best practices with clients, partners, and sales teams.
* Rapidly understand customer’s business and key challenges / opportunities
* Identify problem areas and problem statements.
* Partner closely with Innovation Lead - Technical and Design to deliver compelling prototype solutions.
* Work with clients to build customer-centric Business and Technology Roadmaps to support Digital Transformation initiatives.
* Develop Current and future state end-to-end customer journey maps.
* Conduct product to outcome solution mapping workshops.
* Lead Innovation sprints that showcase design thinking
* Co-create prototypes for an end-to-end customer journey.

March 2019 – August 2019**Senior Project Manager | PMO Lead** • DEFINITION 6Client: International Market CentersProject: MVDP* Responsible for leading an integration effort designed to centralize the IT platforms supporting all digital channels through which IMC interacts with Revenue Generators and Demand Drivers.

The program's scope included:* Define and manage strategy and architecture definition, design and build Sprints, pre-production & deployment,
* Manage the planning and execution of the project, communicated with, and managed the client expectations, built the project team, and developed the budget and timeline estimates.
* Ensured the scope of the program was clearly identified, documented, and controlled.
* Developed the initiatives detailed Change Management and Communication Plan
* Conducted impact analysis to ensure that all phases of the project were clearly documented - particularly functional and technical specifications.
* Created detailed project reporting & metrics ranging from regular internal status reports to customer progress reports.
* Worked closely with internal team members to ensure that the deliverables and milestones were being met.

January 2016 – March 2019**Sr. Digital Transformation Consultant** • SOGETI (CAPGEMINI)Client: SAIA INC.Project: Line Haul* Responsible for leading the initiation of a Digital Transformation professional services engagement with a new client in the Transportation and Logistics space.
* Provided coaching and training to clients towards digital technologies.
* Performed engagement management responsibilities, including performance reviews, task delegation, project scheduling, project financials, quality review and client management.

**Sr. Digital Transformation Consultant | Service Delivery Lead**Client: LOGISTICAREProject: Nextgen Release* Conducted market research to identify and established a new strategic partnership with a Healthcare organization in need of IT Managed Services for the release of the largest application development initiative in the company’s history (NextGen Call Center application to be rolled out in 40 states across the country)
* Analyzed and resolved escalated client issues that had the potential to jeopardize the ability to meet agreed upon contractual obligations.
* Monitor project progress by tracking activity, resolving problems, publishing progress reports, and recommending actions.

**Project Manager**Client : COX COMMUNICATIONSProject : Pinpoint* Lead end-to-end cross-functional software development requirements gathering and analysis activities by working with internal client stakeholders, developers, designers, QA analysts.
* Documented business requirements, analyzed, and refined acceptance criteria via approved client processes.
* Managed requirement changes throughout the project lifecycle project to prevent scope creep and avoid budget overages.

**Project Manager**Client: T-MOBILEProject: Phoenix* Responsible for leading an Agile teams tasked with implementing end-to-end requirements gathering, application development, release management and testing across both internal and external platforms.
* Lead daily scrum, sprint review, and planning meetings to ensure full team engagement.
* Worked with the Program Manager to determine metrics that would support short and long-term release planning initiatives (release cycle time, defect leakage, scalability, user feedback, etc.)

**Digital Transformation Consultant**Client : CHICK-FIL-AProject: CFA Mobile App Release* As a member of the Scrum team responsible for developing a mobile application and website that allowed users to engage in loyalty programs, online ordering, and specific features geared toward improving the applications overall UI/UX and increasing customer specific interaction. Held multiple roles, including but not limited to: Quality Engineer, Business Analyst, and Project Coordinator.
* Worked closely with stakeholders to define business requirements, write user stories, re-design business processes, create roadmaps for future functionally enhancements.
* Held requirements gathering sessions, captured meeting minutes, responsible for documentation of detailed technical requirements.

**Project Manager**Client : CHICK-FIL-AProject: Oracle R12 to Fusion Upgrade* Develop and maintain integrated project plans including schedule, communications plan, and applicable project management artifacts required for the work to be successfully completed and delivered.
* Conduct Agile Retrospective Meeting at the end of each sprint for the team to reflect on what happened in the sprint and identify actions for improvement going forward.
* Managed scope creep and communicated with business stakeholders on feasibility and effort analysis.

September 2012 – December 2015Project Manager • OPTIMIZIT INC* Responsible for coordination of project tasks and deliverables within a business transformation program involving 24 other strategic projects.
* Conducted analysis of complex process/technology dependencies and real-time performance data
* Managed the simplification and automation of mission-critical business processes in Sales, Supply Chain, Procurement, Professional Services, Customer Service, Finance and HR.
	+ The program's business impact included:
	+ Major gains in operational efficiency derived from process simplification & automation.
	+ Consolidation from 2-6-3 CRM-Quote-ERP systems down to 1-1 CRM-ERP.
	+ Faster response to new business opportunities (quote -to- order)
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