**Mark Richards**

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**Professional Summary**

Strategic and results-driven **Program Manager** with over 10 years of experience leading enterprise-wide application development, system integration, and digital transformation initiatives. Proven track record managing cross-functional teams and delivering complex programs using Agile (Scrum, SAFe, Kanban). Recognized for bridging the gap between business and technology, driving innovation, and executing high-impact programs on time and within budget. Currently developing expertise in **AI prompt engineering**, applying emerging technologies to optimize workflows, enhance productivity, and support data-driven decision-making.

**Senior Project Manager**

**Health Rhythms**

March 2023 – June 2025

* Led the development of a HIPAA-compliant healthcare application with an offshore engineering team
* Established and enforced policies and procedures to ensure data privacy, security, and regulatory compliance
* Managed Agile project delivery, including sprint planning, reviews, and retrospectives
* Reported sprint progress, risks, and milestones to senior leadership and key stakeholders
* Collaborated with cross-functional teams to align development with business and clinical goals
* Oversaw testing, validation, and deployment to ensure secure and functional application release
* Ensured all project activities adhered to HIPAA standards, including PHI handling and audit readiness

**Senior Program Manager**

**Conviva Care Solutions (Humana) – Doral, FL**  
September 2020 – February 2023

* Led the enterprise-wide implementation of the Genesys contact center platform across existing and newly acquired clinics, ensuring seamless migration from legacy systems with minimal disruption to clinical operations
* Directed the deployment of a scalable telemedicine platform, collaborating with clinical, IT, and compliance teams to support remote care delivery across the organization
* Partnered with vendors to develop and manage platform roadmaps, aligning technical capabilities with strategic business goals and clinic readiness
* Oversaw program planning, budgeting, and execution, managing timelines, resource allocation, and cross-functional coordination for multiple concurrent initiatives
* Facilitated stakeholder engagement and executive reporting, ensuring transparency, alignment, and informed decision-making throughout the program lifecycle
* Ensured compliance with HIPAA and enterprise security policies, integrating regulatory standards into all aspects of system deployment and data handling
* Fostered a culture of accountability and agility across project teams, supporting change management, end-user training, and continuous process improvement

**Program Manager**

**Seminole Hard Rock – Davie, FL**  
August 2019 – February 2021

* Managed budget, procurement, and vendor relationships for hospitality management systems
* Directed the rollout of a new reservations booking platform, improving customer experience and operational efficiency
* Oversaw full project lifecycle management—initiation through closure—by developing and maintaining comprehensive plans covering scope, timelines, budgets, and resource allocation
* Built and maintained strong relationships with stakeholders at all levels, including senior leadership, business owners, and vendors, ensuring clear communication and expectation alignment
* Led and mentored high-performing project teams, clearly defining roles and responsibilities, and fostering a culture of collaboration, accountability, and continuous learning
* Proactively identified project risks and implemented effective mitigation plans; resolved issues and conflicts with minimal impact to timelines or deliverables
* Enforced quality standards and compliance throughout project delivery, ensuring outcomes met or exceeded business and regulatory requirements
* Delivered regular reports and executive-level presentations outlining progress, milestones, risks, and value realization to leadership and key stakeholders
* Championed continuous improvement by identifying process inefficiencies and introducing workflow optimizations that enhanced productivity and team performance

**Sr. Program Manager (Contract)**

**Southern Glazer's Wine & Spirits – Miramar, FL**  
February 2018 – August 2019

* Led the $200M acquisition integration of a major distributor, aligning systems, processes, and infrastructure across both organizations to ensure seamless operational transition.
* Applied Agile project management methodologies to accelerate integration timelines, facilitate cross-functional collaboration, and drive continuous delivery of critical milestones.
* Developed a scalable M&A technology playbook, establishing repeatable standards and best practices to support efficient execution of future acquisition initiatives.
* Partnered with executive stakeholders to define business alignment, prioritize objectives, and develop a strategic migration roadmap that minimizes risk and disruption.
* Coordinated cross-functional Agile teams—including IT, operations, and finance—to manage complex dependencies and ensure alignment with enterprise goals.
* Championed Agile values to foster transparency, iterative delivery, and stakeholder engagement throughout the post-merger integration effort.

**Program Manager**

**ChenMed – Miami, FL**  
March 2017 – February 2018

* Led end-to-end IT infrastructure projects for the buildout of new clinics, ensuring timely delivery of network, hardware, and application installations to support clinical operations
* Managed the deployment of proprietary healthcare technologies, including patient management systems, EMR/EHR platforms, and diagnostic equipment integrations
* Coordinated with cross-functional teams including construction, facilities, clinical leadership, and third-party vendors to align IT buildouts with operational readiness timelines
* Oversaw the installation and configuration of core infrastructure components, such as switches, routers, wireless access points, VoIP systems, and server racks
* Developed and maintained detailed project plans, tracking milestones, resource allocation, budgets, and risk mitigation for multiple simultaneous clinic launches
* Delivered executive-level reporting on project status, budget adherence, and risk indicators, ensuring transparency and stakeholder confidence throughout the lifecycle
* Ensured HIPAA compliance and data security best practices during infrastructure setup and integration of clinical systems
* Standardized clinic IT buildout processes, creating playbooks and checklists to streamline future openings and scale operations efficiently

**Sr. Project Manager (Contract)**

**Ultimate Software – Weston, FL**  
September 2016 – March 2017

* **Led cross-functional Agile teams** in end-to-end product development, from requirements gathering and backlog management to timely, high-quality releases
* **Oversaw full project lifecycle execution**, including planning, risk management, and delivery of complex initiatives across engineering, UX, and customer-facing teams
* **Managed stakeholder communications and expectations**, providing clear status updates and ensuring alignment between leadership, clients, and delivery teams
* **Monitored post-launch performance and KPIs**, driving continuous improvement through data insights, user feedback, and structured customer validation programs

**Sr. Project Manager (Contract)**

**Southern Wine & Spirits – Miramar, FL**  
July 2015 – September 2016

* Led the delivery of complex strategic programs across multiple cross-functional teams, ensuring high-impact outcomes.
* Partnered with executive sponsors and business leaders to drive alignment between project execution and enterprise goals, securing stakeholder buy-in and support.
* Managed end-to-end delivery of initiatives across the full systems development life cycle—from initiation and planning to deployment and hyper care.
* Fostered high-performing Agile teams by championing values such as Openness, Commitment, Respect, Courage, and Focus to drive collaboration and accountability.
* Mentored and influenced cross-functional team members, cultivating a culture of ownership, continuous improvement, and shared success.
* Translated complex technical concepts into clear, actionable insights for both technical and non-technical stakeholders, enhancing decision-making and transparency.
* Applied deep understanding of IT architecture and system design to ensure successful delivery of scalable, technology-driven business solutions.
* Ensured consistent alignment between project execution and strategic business objectives, delivering measurable value and driving organizational success.

**Education/Certifications**

* **Bachelor of Science, Business Administration:**  
   Broward College, (incomplete)
* Certificate in Finance (Florida Atlantic University)
* Certificate in AI Prompting (Florida International University)
* Certified Scrum Master (CSM)
* Certified Agile Leader (CAL)

**Technical & Professional Skills**

* **Methodologies:** Agile (Scrum, Kanban, SAFe), Waterfall, Lean
* **Tools:** Jira, Confluence, Azure DevOps, MS Project, Smartsheet, SharePoint
* **CRM & Platforms:** Salesforce, ServiceNow, Workday
* **Project Management:** Portfolio Management, Budgeting, Forecasting, Stakeholder Engagement
* **Process Improvement:** Business Process Reengineering, Change Management, Risk & Issue Management
* AI Prompt Engineering & Applied AI Tools
* Continuous Learning in Generative AI and Prompt Optimization