

## Mary Beseda Doyle, MBA, SPHR, PMP, ITIL... *Delivering solutions that positively impact customer experience and profitability*



### Program Manager | Consultant Healthcare | IT | Business Innovation

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### Value Proposition:

- Agile & adaptive Program Manager / Consultant with expertise managing multiple business & IT projects (\$5.5 MM – \$50 MM) with onsite & remote teams.
- Strategic thinker who sees the big picture; leveraging human-centered design and new technologies to develop better products / services resulting in improved customer experience, efficiency and profitability.
- Effective communicator & active listener skilled at bridging communications gaps between business and tech teams to align technology with business needs.

### Professional Experience:

- Strive Consulting
- C1 Innovation Lab (Blue Cross Blue Shield)
- Health Care Services Corporation
- Texas Health Resources
- Beseda Consulting
- Sun Microsystems (ORACLE)

### Career Highlights:

- Implemented \$6 MM business transformation program for largest US customer owned health insurance company; aligning people, process & technology for Agile IT product delivery
- Oversaw strategic program to redefine access & delivery of healthcare services and products (Population Health, Digital Health, Value Based Care, Care Management) for healthcare system
- Managed comprehensive Diabetes Wellness healthcare system initiative; attained 2014 Texas Hospital Association Bill Aston Quality Award
- Centralized clinical staffing operations & established enterprise float pool; reduced contract labor costs by 80%

### Education:

- Baylor University**                      **Waco, TX**
- MBA
  - BBA - Information Systems, Finance & Marketing

### Areas of Expertise:

- Program / Project Management
- Agile, Scrum, Waterfall, SDLC
- Human-Centered Design
- Business & Digital Transformation
- Change Management
- Communications
- Stakeholder / Vendor Management
- IT Applications & Interfaces
- Training & Technical Support

### Strengths:

- **Connectedness** – integrator, bridge-builder, unifier
- **Responsibility** – servant leader, trustworthy, dependable, loyal
- **Adaptability** – early adopter, flexible, responsive
- **Belief** – contributor, passionate, committed
- **Ideation** – innovator, insightful, creative, spontaneous

### Target Companies:

- UT Southwestern Medical Center, Children's Health, American Heart Association
- Microsoft, Amazon, Toyota
- Health & Wellness companies – i.e., startups, disruptors, health tech.