

S. MICHELE BADIE, MBA, PMP, CSM, CPMAI

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Senior Program Manager | Strategic Operations & Digital Transformation

Process Improvement | Project Execution | Operations Management | Quality Assurance | Product Development

Senior Program Manager with 10+ years leading complex technology, financial services, and operational transformation programs across regulated industries, from banking mergers to AI-enabled digital platforms. Strategic process expert, examining and addressing challenges to identify and define strategy to develop program roadmaps. Innovative program manager called upon to lead multiple concurrent initiatives, highly visible to key stakeholders. Natural leader focusing on strategic, data-driven evaluation; nurturing relationships as liaison between cross-functional teams. Tapping into innate intellectual curiosity to simplify large-scale solutions and build programs with high levels of ambiguity. Gathering and analyzing data to improve the customer experience while leveraging performance metrics to develop best practices for internal workflows.

CORE COMPETENCIES

Methodologies:

Agile, Scrum, Lean Six Sigma, Waterfall

Tools:

Jira, Confluence, Smartsheet, MS Project

Competencies:

Roadmap Planning, Budget Management, Risk Mitigation, Stakeholder Engagement, Change Management, Vendor Management

PROFESSIONAL EXPERIENCE

PPLSI/LegalShield

Remote | Charlotte, NC

Program Manager II, Program Management Office | 2024 to 2026: Drove the end-to-end planning and execution of IT operations and call center software development projects, aligning initiatives with strategic business objectives. Managed 2–3 concurrent projects, translating business needs into features and capabilities, and coordinating cross-functional teams to deliver on time, within budget, and with measurable impact. Managed dependencies, influencing schedules up to 12–18 months ahead, and ensuring successful delivery that enhances customer satisfaction, retention, and growth.

- ▶ Defined scope, goals, and deliverables in collaboration with stakeholders; translate business needs into features, requirements, and actionable plans that led to reduced delivery cycles.
- ▶ Developed and managed project plans, schedules, budgets, resources, and dependencies to ensure on-time, within-budget delivery.
- ▶ Tracked milestones, KPIs, and quality standards across multiple projects; report progress and risks to stakeholders with clarity and consistency.
- ▶ Mitigated risks, manage scope changes, and drive continuous improvement through post-project reviews and process enhancements.
- ▶ Partnered with cross-functional teams (Engineering, Product, Design, QA, and Operations) to align priorities, foster collaboration, and deliver impactful outcomes ahead of schedule.
- ▶ Championed AI-forward practices and digital delegation, leveraging emerging technologies to streamline workflows, enhance decision-making, and increase team capacity.

PPLSI/LegalShield

Remote | Charlotte, NC

Program Manager II, Engineering | 2022 to 2024: Led planning and execution of strategic backend platform programs, partnering with product and engineering to manage dependencies and deliver quality software solutions. Collaborated with stakeholders to identify challenges, improve customer experiences, and communicated milestones and delivery timelines across audiences. Thrived in ambiguity as a proactive, problem-solving leader.

- ▶ Drove cross-functional backend platform programs by partnering with engineering, product, and business stakeholders to define initiatives, manage dependencies, and deliver roadmap commitments under budget.
- ▶ Built strong relationships across teams to uncover risks, optimize resources, and streamline processes through creative, pragmatic solutions.
- ▶ Produced clear requirement documentation and process flows to guide development, QA, and internal partners in implementing system changes.

AAA National Office

Hybrid | Heathrow, FL

Project Manager, Financial Services | 2022 to 2022 - Short-Term Engagement: Managed a portfolio of cross-functional projects critical to national co-brand financial services programs. Daily activities included collaboration with internal and external stakeholders

spanning multiple functional disciplines such as product management, marketing, finance, information technology, procurement, information security, regulatory compliance, devops and e-business.

- ▶ Led end-to-end delivery of key initiatives, including business process design, technology adoption, RAID's management, performance dashboards, budgets, and contingency planning.
- ▶ Resolved project challenges by clarifying roles, managing scope and resources, mitigating risks, and fostering strong cross-functional stakeholder relationships.

TRUIST

Remote | Orlando, FL

ATM Channel Operations Manager | 2018 to 2022: Strategically executed and created documentation of ATM operations and system conversion projects including merger related projects for heritage SunTrust. Delivered ~600+ go-lives annually, encompassing system upgrades, installations, deactivations, and validations. Prioritized operational and business continuity of \$4M+ ATM and ITM fleet of 3,000+ sites yearly. Conducted lean thinking and drive process streamlining to support Truist roadmap and management. Managed nine projects segmented and simultaneously while collaborating with vendors, including Brinks, CBRE, NCR, and SVW.

- ▶ Directed IMAC operations across six states, managing up to five merger projects simultaneously, 200+ router replacements, 370+ ATM/ITM installations, and 60+ go-lives while ensuring 100% audit compliance for branch openings and closings.
- ▶ Partnered with vendors and cross-functional teams to execute system conversions, resolve technical issues, and deliver award-winning results during the company merger between SunTrust and BB&T.
- ▶ Earned Merger Conversion MVP and Rewarding Merger Success team honors.

AMERICAN UNIVERSITY OF THE CARIBBEAN

Pembroke Pines, FL

Manager of Clinical Student Services | 2017 to 2018: Brought on board to lower high turnover and reenergize 11-person team managing clinical rotation program for 200 students. Exhibited deep empathy for team members and built consensus based on concerns and needs. Adopted proactive approach to serving students and creating schedules. Transformed overall performance, strengthened processes and standardized procedures; infused sense of urgency to fill clinical programs and grow revenue.

- ▶ Generated \$1M in revenue by implementing new student enrollment systems and standardizing operating procedures across U.S. and Caribbean clinical placements.
- ▶ Reduced unfilled clinical sessions by 50% through streamlined hospital outreach, proactive marketing collaboration, and improved residency placement processes.
- ▶ Enhanced engagement and performance by leading weekly professional development initiatives and partnering with IT to modernize project management dashboards and reporting accuracy.

CARTER HEALTH

Orlando, FL

Operations Manager | 2015 to 2017: Managed pharmaceutical supply chain operations serving 15 compounding pharmacies across North America. Identified cost savings opportunities, assessing comparative products in target markets to create business transparency of risk resolution.

- ▶ Increased sales 18% by streamlining inventory and purchasing workflows, optimizing resource allocation, and expanding spend through proactive client outreach.
- ▶ Authored and revised SOPs to standardize procedures for front-line operations and administrative staff, improving consistency and efficiency.

EDUCATION

MBA | UNIVERSITY OF PHOENIX; Maitland, FL
BA, Public Administration | UNIVERSITY OF CENTRAL FLORIDA; Orlando, FL

CERTIFICATIONS

Cognitive Project Management in Artificial Intelligence (CPMAI) | Project Management Institute
Project Management Professional (PMP) | Project Management Institute
Certified SCRUM Master | SRCUM Alliance
Six Sigma Lean Black Belt Professional | MSI Certified

AFFILIATIONS

Project Management Institute | Member
Women of Project Management | Member
SCRUM Alliance | Member