

JESSICA RIEKEN, PMP, PMI-ACP

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Dynamic Technical Program Manager with extensive experience in data platforms, program orchestration, and enterprise migration strategies. Adept at leading cross-functional teams and delivering data-driven solutions that enhance operational efficiency. Certified PMP and PMI-ACP, with a proven ability to implement innovative processes and drive impactful business outcomes.

TECHNICAL PROGRAM MANAGER

Program Management | Data Platform Consolidation | Enterprise Migration Strategies | Strategic Prioritization | Agile Scaling & Coaching | Team Building & Leadership | Risk Assessment & Mitigation | Process Optimization | Problem Solving | Data-Driven Decision Making

Professional Experience

Technical Program Manager (TPM)

Centene Corporation | January 2023 – Present

- Directed a transformative data infrastructure program, consolidating 32 operational processes and decommissioning two data warehouses, resulting in a 25% reduction in departmental data storage costs.
- Pioneered a Data Quality Trust model, enhancing enterprise-wide data accuracy and driving strategic decision-making.
- Spearheaded a Snowflake-based Non-HEDIS Improvement Program, improving data quality across 22 datasets and reducing data ingestion errors by 30%.
- Designed JIRA traceability standards, improving project tracking and aligning with enterprise transparency goals.

Sr. Technical Project Manager

Elevance Health | May 2018 - June 2022

- Led a \$15M enterprise eCommerce initiative, delivering omnichannel solutions, resulting in increased member conversions and reduced cost-per-application.
- Delivered a proprietary data exchange system, enabling near real-time data acquisition and SLA monitoring to ensure regulatory compliance and operational transparency.
- Delivered over 25 major cross-functional projects positively impacting the healthcare experiences of more than 15 million individual members across 25 states.
- Directed teams of up to 180 specialized personnel as a senior PMO member in an \$83 million division, pioneering the adoption of portfolio and budget management tools to optimize operational efficiencies.

IT Project Manager

Elevance Health | April 2016 – May 2018

Oversaw project teams focused on improving operational speed and reliability, including standardizing data through a new informatics platform, and built collaborative IT and business teams for successful project delivery. Partnered with the Change Control Board to monitor project success through impact assessments and evaluations.

Producer, VARIOUS THEATERS (2011-2018): Provided creative vision and team leadership for multiple award-winning stage productions

Core Competencies

Technical Skills: Microsoft Office | MS Excel | MS Project | Smartsheet | Visio | SharePoint | Jira | Confluence | Jira Align | Gliffy/Miro/Mural | Service Now

Foundational Skills: Team Leadership & Collaboration | Strategic Planning | Roadmap Management | Executive Communication | Stakeholder Management | Continuous Improvement | Process Optimization | Software Development Lifecycle | Product Development

Education & Credentials

MA, Administration & Cultural Policy – University of London | **BA, Theater (Minor in Business)** – University of Colorado
Agile Certified Practitioner (**PMI-ACP**) & Project Management Professional (**PMP**) – Project Management Institute (PMI)