

GEORGE PAIVA

OBJECTIVE

To obtain an Information Technology **Program Manager** position that would utilize a strong academic and work background and provide a demanding and valuable career at UnitedHealth.

PROFILE

Accomplished Project/Process Manager with extensive (10+years) multi-industry experience inspiring systems in the Healthcare, Credit Services, Pharmaceuticals, Information Services, Payment Services, Investment and Securities, Banking, Manufacturing, and Computer Services environments. **Trench-hardened expert in managing cross-functional teams developing new systems and maintaining the business project portfolio.** Skilled at orchestrating software development from idea formation to system launch and through life-cycle management. Achieved an **MBA** in Business Management, Project Management Professional Certification from **PMI**, and a Blackbelt Certification in **Six Sigma**. Strong ability to "see the big picture" leading to re-engineering software development processes at large corporations and small companies, reducing time-to-market for new systems.

- Project Management
- Business Process Improvement
- Technical Expertise
- Six Sigma, DMAIC/LEAN
- New Business Development
- Training & Development

EXPERIENCE

10/2006 – Present

[UnitedHealth Group](#)

Hartford, CT.

Senior IT Project Manager, Infrastructure Services:

Defining, managing and implementing a broad range of technical projects involving Data Center and Application Migrations for the UnitedHealth Group Technologies enterprise shared services group. Facilitating the on-time delivery of the project objectives as well as infrastructure aspects of large business projects. Following established project management methodologies and participating in setting and refining the standards for project management.

Senior IT Project Manager, Application Operations:

10/2006-6/2009

Responsible for leading IS Application Operations standardization and process improvement projects in the newly formed centralized Operations and Maintenance organization in UnitedHealth Group Technologies. Manage the execution of policy standardization and process improvement initiatives. Coordinate the execution and tracking of targeted process improvement initiatives. Coach Service Managers on managing targeted process improvement projects.

- Administered Application Operation programs dealing with Business Continuity Planning, Disaster Recovery Planning, Product Lifecycle Management, Peak Season assessment for Open Enrollment and Maintenance requests called Work Orders.
- Successfully drove Mainframe Software Retirement projects resulted in maintenance savings of \$350k and cost avoidance of \$1.8m. Annualized savings were \$1.8m in maintenance savings and \$4.6m in cost avoidance.

10/2000 – 10/2006

[GE Money \(formerly Consumer Finance\)](#)

Stamford, CT.

IT Project Manager, Customer Solutions:

10/2004-10/2006

Accountable for delivery of IT programs related to Marketing. Worked with the business teams to shape business requirements and provide ongoing communication through project execution. Worked with assigned IT resources to complete activities to Estimate, Plan, Design, Build, Test, Enterprise Test, and migrate solutions into production.

- Implemented an eApplication solution that is easily scalable to any of our client offerings. Prior to this platform build each client would receive an application solution that was decentralized. This meant a new build each time we brought on a new client and the time and money needed increased as a result. **Reduction in project lifecycle from 3-months to 1-month rollouts of our online application that result in \$60k savings for each client.**
- Established our Private Label Credit Card client base with various product offerings. Involved stretches of effort to process map and standardize the billing/settlement process. **Reduced level of effort from 200+ to 80+ person days during a phase.** In 2005, marketing indicated \$95k+ added cross sell revenue to GE.



Process Improvement Manager, Six Sigma-Blackbelt:

1/2003-10/2004

Worked with GE IT resources to deliver projects focused on measuring, analyzing, improving, and controlling key processes that influenced customer satisfaction and productivity growth. Assisted with the implementation of Quality Initiatives across IT. Identified, mentored, provided effective communication, and lead multiple 6-sigma projects. Facilitated functional workouts and assisted in identification of Quality metrics.

- **Reduced cancelled project cost to \$575k which is 50% less than in 2003.** Identified the causes of cancelled projects. Calculated actual and opportunity costs resulting from cancelled projects. Determined “impact” as a result of cancelled projects. Developed a scoring matrix to aid in identifying “at risk” projects prior to initiation.
- Mentored seven Greenbelt projects through the DMAIC lifecycle. Projects were carried out as ACFC for GE Consumer Finance – Americas, which **resulted in savings of \$79k in 2003 or \$156k in annualized savings. \$375k cost avoidance was also achieved.** All these costs savings were as a result of Mainframe productivity enhancements.

Project Analyst:

10/2000-1/2003

Collected, consolidated and maintained data for system performance. Managed the reporting database and dashboard scorecards. Development of metrics reporting tools for performance trend analysis, executive management reports, and IT system enhancements. Participated in the development of web-based incident management tools and web-based metrics reporting.

- Created a web based Digital Cockpit for real-time reporting of IT Operations and Process/BPMS metrics that eliminated the need for Consultants, **reducing the cost to produce monthly dashboards** and improving the performance of IT services by having real time monitoring.
- Created a PPM tool to improve project delivery, which provided the foundation to the BEN Enterprise Project Management tool and the monitoring of wing-to-wing project tasks that led to a **reduction in project delivery span from 600 to 200 days.**

5/1997-10/2000

[Keane, Inc.](#)

Boston, MA.

Senior Consultant:

Coordinated activities of teams, as well as deliverables to clients. Responsible for the full cycle of development including detailed business analysis, written specifications, user interface design, testing, training and implementation. Maintained project status, plans, updated schedules, identified issues, conflicts, and factors that impact project success. Maintained adherence to development standards and controls. Ensured technical acceptability of the final system.

LISTING OF CLIENTS

- Pfizer Central Research
- MoneyGram Payment Systems
- FleetBoston Financial Corporation
- The Thomson Corporation
- Goldman Sachs Group, Inc.

EDUCATION

2000 – 2003 [Albertus Magnus College](#) New Haven, CT.

- **M.B.A.** and **M.S.**, in Business Management.

1992 – 1997 [Western Connecticut State University](#) Danbury, CT.

- **B.B.A.**, in Management Information Systems.

CERTIFICATIONS

- **Greenbelt** and **Blackbelt** Certifications in **Six Sigma** Process Improvement.
- **Project Management Professional** Certification from **Project Management Institute.**

REFERENCES

Project Portfolios and Personal/Work references available upon request.

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