



# John Sudduth, MBA, CSP-SM, CSPO, AWS- CCP, PAHM®

816-813-7524 - jjsudduth@gmail.com - www.johnsudduth.com

IT professional and accomplished leader with a reputation of self-directed tenacity in developing solutions, delivering results and driving revenue. Extensive ScrumMaster and Product Owner experience, including managing multiple large enterprise teams to small software development team structures. Comprehensive knowledge in AWS cloud environments supporting enterprise production applications. Seasoned relationship manager with both highly technical and business acumen. Proven champion of change and a catalyst in driving synergy between the business and IT departments.



## EDUCATION

- 2000 – 2002 **Masters in Business Administration**  
BAKER UNIVERSITY
- 1989 – 1995 **Bachelors of Business Administration**  
CENTRAL MISSOURI STATE UNIVERSITY
- Bachelors of Marketing Management**  
CENTRAL MISSOURI STATE UNIVERSITY



## SKILLS & CERTIFICATIONS

<b>ScrumMaster</b> ████████████████████	<b>AWS Cloud</b> ██████████████████	<b>Product Owner</b> ████████████████████
<b>Project Management</b> ████████████████████	<b>Program Management</b> ██████████████████	<b>Application Dev.</b> ██████████████████
<b>Insurance</b> ████████████████████	<b>Product Development</b> ██████████████████	<b>SDLC</b> ██████████████████



Missouri Broker License: Property, Casualty, Life, Health & Accident



## WORK EXPERIENCE

2021 -  
Current

### **Manager of Enterprise Project Management Office GOVERNMENT EMPLOYEES HEALTH ASSOCIATION**

Responsible for a team of 8 - 10 Project Managers and Program Managers supporting 60 plus projects across all areas of the enterprise. Collaborate directly with C-level executives to review team performance, stakeholder needs and future staffing needs. Sets performance goals to drive increased team performance and reviews staff through regular constructive performance feedback. Continually providing career development and training opportunities. Makes decisions on personnel actions such as hiring, promotions and salary increases. Strong ability to collaborate with leadership to define and implement creative solutions including defining and measuring delivery results.

2020 –2021

### **Analytics Center of Excellence Program Manager/Scrum Master GOVERNMENT EMPLOYEES HEALTH ASSOCIATION**

Responsible for execution and delivery for all programs and projects supporting > 130 yearly strategic milestones within the Analytics Center of Excellence. Perform leadership and agile coaching for eight development teams leveraging both Scrum and Kanban frameworks with a total of 60 employees. Duties include training and development of the department on leveraging agile methodologies to continuously improve delivery of the highest value to our stakeholders. Responsible for implementing multiple software applications including Azure DevOps and PowerBI to support real-time automated stakeholder reporting for all teams and leadership. Mentor and collaborate with two project managers supporting the team to ensure successful delivery programs goals.

2016 –2020

### **Associate Director of Application Development SUN LIFE FINANCIAL**

Responsible for the management of multiple agile software development teams including international locations supporting various proprietary software platforms. Perform all leadership and management functions for Software Engineers, Systems Engineers, and Quality Assurance personnel. Leveraging Agile methodologies and tactics to support shippable code that adds business value. Continuously applying development and problem-solving skills to all phases of application development, delivery, and support. Communication and relationship management to all levels of the organization from project teams to Sr. Level executives.

Perform all ScrumMaster and Product Owner duties by continuously leveraging agile methodologies to coach and facilitate the software development team. Sets performance goals to drive individual performance and reviews staff through regular constructive performance feedback. Continually providing career development and training opportunities. Makes decisions on personnel actions such as hiring, promotions and salary increases. Strong ability to collaborate with senior leadership and project managers to define and implement creative solutions and measure delivery results. Highly skilled in working well with individuals in all levels of the organization and to effectively lead others.



# John Sudduth, MBA, CSP-SM, CSPO, AWS- CCP, PAHM®

816-813-7524 - [jjsudduth@gmail.com](mailto:jjsudduth@gmail.com) - [www.johnsudduth.com](http://www.johnsudduth.com)

Partners with the business teams as the Product Owner to understand their business focus, assist in technology learning for the business and suggest new/innovative ways to solve business problems. Ensures that staff has proper production support arrangements in place, including after-hours support, on call and maintenance. Accountability for all financial aspects of the project(s) during SDLC phase. Ensures that the team is appropriately trained. Develop and maintain training standards for various technologies. Anticipating staffing needs for future development.

**Development Environment:** Apache Tomcat, Amazon Cloud Web Services (AWS), Bootstrap, CouchBase, Eclipse, IntelliJ, Java, Javascript, jQuery, KnockoutJS, MySQL, NodeJS, Rabbit MQ, ReactJS, Spring, SQL Server, Swift, Xcode, XSD/XML, Balsamic, Bitbucket, Confluence, GitHub, JIRA, Keynote, MS Office and MS Project, Agile, SCRUM, Waterfall, Kanban, Scrum@Scale

## 2014 –2016 **Director of Business Development, IT Project/Program Manager SOLIDIFYHR**

Web and mobile Scrum Master/Project Manager for software development team leveraging agile methodologies to support developing shippable code that adds business value. Additional responsibilities include projecting revenue goals, developing metrics reporting to Senior Management Team. Manage large software programs with resources allocations in the millions of dollars.

Responsible for presenting program report to the CEO of Assurant and stakeholder meetings with senior management/business stakeholders. IT Program Manager/Project Manager for all projects that involve SolidifyHR and Assurant. infrastructure integration and management of Assurant Project Managers assigned to all SolidifyHR projects

**Development Environment:** Apache Tomcat, Amazon Cloud Web Services (AWS), Bootstrap, CouchBase, Eclipse, IntelliJ, Java, Javascript, jQuery, KnockoutJS, MySQL, NodeJS, Rabbit MQ, ReactJS, Spring, SQL Server, Swift, Xcode, XSD/XML, Balsamic, Bitbucket, Confluence, GitHub, JIRA, Kanbanery, Keynote, MS Office, MS Project, Agile, SCRUM, Kanban

## 2013 –2014 **IT Project/Program Manager ASSURANT EMPLOYEE BENEFITS**

Managed large projects with greater than 20 team members to deliver solutions to support various business needs. Practiced both waterfall and agile methodologies to drive results and deliver business value. Responsible for all System Development Life Cycle Steps. Reported weekly progress to Senior Leadership Committee on project progress, requests for resources and mitigation planning. Additional responsibilities included writing project charters, level zero estimate coordination, resource planning, budgeting, ROI/NPV calculations, change request management, SIT/UAT testing, milestone reporting and post implementation reporting. Assigned as permanent Project Manager for the SolidifyHR outside vendor relationship.



# John Sudduth, MBA, CSP-SM, CSPO, AWS- CCP, PAHM®

816-813-7524 - jjsudduth@gmail.com - www.johnsudduth.com

- 2002 –2013 **Marketing Specialist Products and Markets/Project Manager**  
**ASSURANT EMPLOYEE BENEFITS**  
Report directly to the 2<sup>nd</sup> Vice President of Marketing and Senior Management Team. Responsible for the research, development, implementation and support for new product initiatives that generate new revenue streams for the company. Accountable for creating strategic alliances with outside companies to improve overall financial performance. Activities include, but are not limited to, strategic coordination, reporting/metrics, attend conferences, research competitive environment, product development, infrastructure analysis and streamlining.
- \*Awarded into the Senior Management Mentoring Program  
\*Awarded the GEM (Going The Extra Mile) Award twice in 2005.
- 2001 –2002 **Worksite Marketing Supervisor**  
**FORTIS/ASSURANT EMPLOYEE BENEFITS**  
Reports directly to the 2<sup>nd</sup> Vice President of Marketing. Activities include, but are not limited to, coordination with home office and field employees to determine sold plan designs and appropriate enrollment communications. Understands positioning, underwriting and sales to assist in making business/marketing decisions regarding supporting cases. Possesses an in depth understanding of both Assurant's and the competitor's product portfolios to enhance product management and development. Responsible for workflow and all activities by System Associates including, enrollment forms, laptop enrollment, Web enrollment, IVR enrollment, employee brochures, rate grids and any other materials necessary to communicate sold insurance plans to the client.
- 1998 - 2001 **Regional Marketing Sales Representative and Claims Representative**  
**FARMERS INSURANCE/ZURICH**  
Communicates with established and potential agents regarding existing and/or new products or product enhancements on a countrywide basis. Responsible for providing continuous training and monitoring of agents. Services existing agents to retain and ensure new business. Responds to agent and customer complaints by researching problems using resources such as Operations, Underwriting and Claims Departments. Provides management with detailed reports of agency status, including premium and loss potential. Handles all aspects of prospecting and contracting new agents.
- 1995 - 1998 **Team Leader - Customer Service Supervisor**  
**CHRYSLER FINANCIAL CORPORATION**  
Train, lead and manage a team of 10 or more collectors, perform various human resource responsibilities and make important decisions to reduce retail risk, handle serious customer service issues and supervise all activities between representatives and the public.