

Benjamin Cohen 617.462.0639 | ben@bhcohen.com

Market: Boston, MA | **Industries:** Agile Development / Program & Project Management / Operations / Organizational Design & Improvement

Certifications: PMP®: Project Management Professional | A-CSMSM: Advanced Certified Scrum Master | CAL-E / CAL-T / CAL-OSM: Certified Agile Leadership (Essential + Teams and Organizations)

Objective: Looking for a role where I can leverage my proven experience and skills in team management, operational improvement, agile development, and program management.

American Well, Boston

2019 - Present

A Telemedicine service connecting health systems, health plans, employers, and physicians to virtual patients.

Manager - Operations, Enablement & Solutions Delivery

- Served as an internal change agent with in an agile development organisation, working cross-functionally across the R&D organization; gathering requirements for Enablement programs from internal stakeholders, defining the program structure and creating a single, unified plan to deliver on the program requirements.
- Developed an operations enablement center of excellence and led a small team in carrying out improvements and enhancements to agile delivery.
- Built out a library of templates for program management and agile delivery, mapped to the business' operating model and delivery objectives.
- Served as a subject matter expert on unifying disparate business technologies into unified workflows to improve efficiency, collaboration and communication in the delivery pipeline..
- Facilitated various ceremonies in support of new and continuing process rollouts; ideation sessions, process creation and tool enhancements, training and distribution.
- Developed presentations and communications related to enablement initiatives, as well as, operational and program management best practices.
- Drove decision-making and issue-resolution utilizing actionable data and metrics.
- Worked alongside Product Management, UX/UI, upper management, and other stakeholders, to drive successful process change and improvement throughout our resource pipeline from project inception to delivery.

Sr. Engineering Operations Manager

- Built processes, in a 400 person engineering department, for release management, secure programming training, roadmap planning & executive reporting, as organization scaled by 3x with FTE and contractor employees in 12 months.
- Worked across R&D organization with product, ux/ui, and engineering leadership to identify inefficiencies in SDLC workflows and develop processes and accountability models for improvement.
- Guided the development and tracking of quarterly engineering department OKRs.
- Managed program management and operations staff, using agile methodologies.

Engineering Operations Manager

- Built out program management framework to be used across feature development initiatives.
- Guided the successful delivery of a high profile multi-million dollar initiative, including customer facing communications and orchestrations, using the aforementioned program management framework.

Scrum Master (Project and Operations Manager)

- Functioned as part of a small Engineering Operations team responsible for the daily activities of a 100+ person R&D Engineering Department.
- Fine tuned agile development processes across 12 scrum teams.
- Managed feature development initiatives from ideation to delivery, across Development, QA, and Technical Services.
- Led engineering management team in long-term scoping and quarterly planning, as well as facilitated cross-team coordination of day-to-day activities.
- Tracked timelines for numerous projects, including resourcing and budget decisions.

CloudMine, Boston / Philadelphia

2014 - 2018

A multi-tenant cloud healthcare development platform.

Director, Platform Operations / Scrum Master

2018: Remote, Boston*

- Fully responsible for managing the day-to-day operations across 3 business units including: marketing, product design and engineering. Under my direction the teams: 1) delivered net-new product enhancements 2) acquired net new enterprise customers, 3) launched a digital marketing roadmap resulting in monthly company newsletters, webinars, and social media.
- Delivered 100% of projects on-time and within or under budget. Negotiated multi-year software contracts and licenses at a 45% savings under published cost.

- Led Customer Success and Product initiative to migrate customers from old version of product to current version.
- Represented the product organization in regular board presentations, outlining status of activities and roadmap.

Senior Program Manager / Scrum Master

2015 - 2018: On-Site / Remote, Boston*

- Led 2 development teams with total support of 15 personnel, international as well as co-located.
- Initiated Agile and Scrum best practices, trained teams, developed Jira processes and increased organizational visibility into engineering and delivery process.
- Acted as a servant leader: performed 1:1s, initiated team peer-review process, guided scrum ceremonies, participated in release testing and managed supporting software tools (ie. JIRA, Duo, Okta, Pager Duty, Slack).
- Guided Product team in development of release communications process, demos & beta testing.
- Coordinated ISMS activities for security certifications (including HIPAA, HITRUST, ISO27001 and SOC 2)

Director of Client Success

2014 - 2015: On-Site

- Served as account manager for company's largest corporate accounts dominated by Fortune 100 accounts at a value of \$1.5 million. Consulted on go-to-market strategy, provided business use-case support, and managed technical support team.
- Led/managed critical paths and product delivery for projects including internal stakeholders and clients.

Quaker City Mercantile, Philadelphia

2011 - 2013

Branding agency creating and licensing/selling proprietary brands.

Project Manager

2012 - 2013

- Responsible for helping develop the brand concept and implementation plan for a small craft distillery.
- Managed a \$3MM construction and design budget including timelines, and resource allocation within the agency.

Digital Account Manager

2011 - 2013

- Led strategy and execution of niche, influencer driven digital campaigns for premium liquor brand, Hendrick's Gin. Resulted in +30K net new social media followers, +25% vs objective.
- Led digital campaign producing record breaking results for client. Over 10k net-new followers and national media attention.

OWN – Oprah Winfrey Network, Los Angeles

2010 - 2011

Associate Producer

- Field produced international segments for 1-hour documentary series.

Skills: Atlassian Suite (including JIRA cloud administration, Confluence, Plans), Microsoft Office Suite (primarily excel), G-Suite, Hubspot, Postman, Sendgrid, Wordpress Engine

Education: Drexel University - Master of Science, Television Management | Ithaca College – Bachelor of Science, Television and Radio Production