

AYANNA HILL

Senior IT Project Manager | PMO Manager | Technical Project Manager

Director of PMO | Director of IT Delivery

PROFESSIONAL SUMMARY

Senior IT Project Manager with 16+ years leading enterprise-scale technology initiatives across healthcare, logistics, and SaaS. Proven track record of delivering multimillion-dollar programs that improve efficiency, reduce defects, and accelerate time-to-value. Known for bridging the gap between business and technology—aligning C-suite priorities with Agile execution to deliver measurable outcomes for 2,500+ end users. Recognized as a collaborative leader who drives adoption, ensures operational continuity, and enables digital transformation.

CORE COMPETENCIES

Project Leadership: Project & Program Management (Waterfall, Agile, Hybrid) | Portfolio Management & Prioritization | SDLC Management (Initiation → Deployment → UAT → Rollback) | Strategic Planning & Roadmapping | Requirements Gathering & Business Analysis | Budget Management & Cost Optimization | Risk Assessment & Mitigation | Change Management & Adoption Strategy | Vendor & Contract Management | PMO Frameworks & Governance

Technical Delivery: IT Infrastructure & Cloud Solutions (Azure, Hybrid Environments) | Application Development (SQL, .NET, WinForms, API Integrations) | Enterprise Systems Implementation (EHR, RCM, ERP, EMR) | Reporting & Dashboards | Systems Migration & Upgrades | DevOps Practices (CI/CD, Automation, Release Management) | Quality Assurance & Testing Frameworks | Technology Toolsets (ClickUp, Azure DevOps, JIRA, ServiceNow)

Executive & People Leadership: Cross-Functional Team Leadership (Onshore & Offshore) | Executive Stakeholder Engagement & Communication | Organizational Development & Process Improvement | Talent Development & Mentorship | Strategic Decision-Making & Executive Reporting | Negotiation & Influence Skills | Culture Building & Servant Leadership Practices | Enterprise Change & Transformation Leadership

EXPERIENCE

ROADRUNNER FREIGHT LTL

Feb 2025 - Present

Technology Delivery Leader | Enterprise Applications & Infrastructure National less-than-truckload (LTL) freight carrier specializing in long-haul, asset-light transportation solutions.

- Elevated executive visibility by deploying enterprise-wide ClickUp dashboards, enabling 100% portfolio reporting and reducing intake email volume by 70%, streamlining leadership decision-making.
- Directed nationwide Windows 11 rollout for 2,500+ employees across 30+ sites, reducing IT support tickets by 25% during pilots and ensuring smooth enterprise adoption.

SAMMS HEALTHCARE GROUP SENIOR IT CONSULTANT

May 2024 - Apr 2025

Senior IT Consultant | DevOps & Digital Health Portfolio Behavioral healthcare technology company delivering EHR and revenue cycle management (RCM) solutions for opioid treatment and specialty clinics.

- Accelerated patient engagement by designing and launching mobile applications for check-in, secure messaging, and payments — achieving 60%+ adoption in pilot clinics and enhancing patient satisfaction.
- Strengthened product quality by introducing UAT dashboards that reduced post-go-live defects by 30%, ensuring smoother deployments and minimizing disruption to clinical operations.
- Optimized revenue cycle performance by streamlining RCM/EHR integration, shortening billing cycles by 20% and lowering payer rejections by 18%, directly improving cash flow.

- Partnered with leadership to align DevOps practices with business priorities, embedding agile delivery models and scaling adoption across clinics.

REPCARDZ

May 2022 - Jun 2024

Project Delivery Leader | SaaS Transformation Early-stage SaaS platform providing HIPAA-compliant digital vendor credentialing and sales enablement tools for healthcare providers.

- Directed SaaS pilot programs that improved customer conversion by 40% and expanded market adoption beyond industry averages.
- Streamlined client onboarding workflows, cutting implementation timelines by 35% and accelerating revenue recognition.

EATING RECOVERY CENTER AND PATHLIGHT MOOD & ANXIETY CENTER

Nov 2021 - May 2024

Enterprise Project Leader | IT Infrastructure National behavioral health network specializing in treatment for eating disorders and mood & anxiety conditions across residential and outpatient facilities.

- Improved project intake efficiency by redesigning PM workflows, reducing response times by 20% and ensuring timely delivery of 150+ IT initiatives annually.
- Reduced MTTR by 30% (10 → 7 days), enhancing IT service reliability and supporting 2,500+ end users across 10 sites.
- Optimized ServiceNow workflows to accelerate resolution rates by 30%, improving user satisfaction across 1,200+ monthly support tickets.
- Partnered with leadership to prioritize infrastructure investments that improved system availability and reduced unplanned downtime by 15%.

COMMUNITY HEALTH CHOICE

Jul 2021 - Apr 2022

Agile Program Leader | Business Transformation Texas-based non-profit health plan serving Medicaid, CHIP, and Marketplace members across the greater Houston region

- Championed Agile adoption across IT and business teams, boosting delivery efficiency by 15% and reducing rework/defects by 30%.
- Coached cross-functional teams in Agile practices, increasing sprint throughput by 20% and improving stakeholder alignment.

US ANESTHESIA PARTNERS

Jun 2006 - Jul 2021

Business Solutions Manager | Enterprise IT Delivery National physician-owned anesthesia practice providing perioperative care and practice management services to hospitals, surgery centers, and clinics.

- Advanced from operations liaison → QA/software tester → Business Analyst → BA Manager → IT Project Delivery Leader, building a 15-year track record of impact.
- Directed delivery of 30+ IT initiatives annually across clinical, financial, and scheduling systems, improving on-time delivery from 60% to 75%.
- Standardized project delivery by authoring a BA/PM Playbook, increasing team productivity by 30% and reducing rework by 20%.
- Spearheaded enterprise-wide Scrum adoption, enhancing sprint velocity by 30% and embedding Agile practices across 100+ facilities.
- Delivered executive-level reporting and performance dashboards supporting 4,000+ providers and leadership decision-making.

EDUCATION

M.S., AGRIBUSINESS

2024

University of Tennessee at Martin

ADDITIONAL INFORMATION

PROFESSIONAL MEMBERSHIPS

- Member, CSCMP (2025)
- PfMP Candidate (PMI, 2025)