Hannah Kim Senior IT Project Manager

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PROFILE SUMMARY

- **Senior IT Project Manager** with **9 years** in **health insurance and care delivery**, running member-facing software projects at UnitedHealth Group with budgets of **$2M to $6M** and teams of up to 40.
- Runs **hybrid** projects with Waterfall release plans and Scrum teams, schedules in **Microsoft Project**, tracks work in **Jira**, reports in **Power BI** and keeps project documents in Confluence.
- Strong in **earned value tracking**, **vendor SOW management** for integration partners and change control on regulated releases, and holds the **PMP** and **PMI-ACP**.
- Works with product owners, engineering managers, **privacy and compliance**, Procurement and **outside vendors**, and chairs the biweekly change control board for the member digital projects.
- Mentors **3** project managers in the IT PMO, wrote its **hybrid delivery playbook**, and leads the monthly lessons-learned review across member digital projects.

TECHNICAL SKILLS

Project Methodologies:	Hybrid, Waterfall, Scrum, SAFe (team level), PMBOK Guide
Project Management Software:	Microsoft Project, Jira, Smartsheet, ServiceNow SPM
Planning & Control Techniques:	WBS, Critical path method, Earned value management, Resource leveling, Schedule baselines
Risk & Change Tools:	RAID logs, Risk registers, Change requests, Change control boards, Lessons learned
Reporting & Collaboration:	Power BI, Excel, Confluence, SharePoint, Microsoft Teams
Contracts & Procurement:	Statements of work (SOWs), RFPs, Time-and-materials contracts, SLAs, Coupa
Certifications:	PMP, PMI-ACP, ITIL 4 Foundation

EDUCATION

University of Minnesota, Carlson School of Management — **MBA** — Minneapolis, MN · Sep 2015 to Jun 2017

WORK EXPERIENCE

UnitedHealth Group — **Senior IT Project Manager** — Eden Prairie, MN · Mar 2022 to Present

- Wrote the charter and WBS for the **$4.8M** member portal rebuild with 2 product VPs, with 64 requirements and an out-of-scope list both signed before design started.
- Built the integrated schedule in Microsoft Project across 5 Scrum teams and one vendor, reviewed the critical path weekly, and launched the portal on its baseline date with **96%** of milestones on time.
- Tracked the portal budget with **earned value** each month in Excel with Finance, kept CPI near 1.0 for the whole build, and closed the project **$210,000** under budget.
- Ran the change control board for member digital releases, sizing each request for schedule and cost, and cut unplanned scope changes per release from **11 to 3**.
- Replaced 4 status decks with one weekly RAG report in **Power BI** for the steering committee, and sponsor requests for one-off updates dropped by about **half**.

HealthPartners — **IT Project Manager** — Bloomington, MN · Jul 2017 to Feb 2022

- Moved the patient scheduling app project from Waterfall to a **hybrid** plan with 2-week sprints, and the team shipped online booking for 34 clinics **6 weeks** ahead of the first plan.
- Kept a scored **RAID log** for an Epic MyChart integration, with a dated mitigation on every risk, and closed **27 of 31** risks before the go-live weekend.
- Managed 3 vendor statements of work for a contact center phone system replacement, and held back **$85,000** in milestone payments until a failed call routing test was fixed.