

SHANNON D GUERINGER

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SUMMARY

Accomplished Senior IT Leader with 18+ years of experience managing complex enterprise technology initiatives, digital transformation programs, and high-performance technical teams. Proven expertise in driving strategic technology solutions, optimizing system architectures, and delivering mission-critical technology implementations across federal and commercial sectors.

EXPERIENCE

Skyward IT Solutions - Senior Program Manager

Rockville, MD • 04/2024 - Current

- Led a \$50M AI/ML transformation program, managing over 30 professionals across five cross-functional teams.
- Integrated semantic and hybrid AI search to enhance document retrieval and automation, resulting in over \$12 million in annual savings.
- Successfully scaled ChatGPT implementation at the Centers for Medicare and Medicaid Services (CMS), expanding to 7,000 users in four months.
- Implemented SAFe Agile Program Increment (PI) planning to streamline product delivery and meet critical milestones.
- Implemented LLM prompt optimization and RAG architecture using CMS-specific data, significantly improving conversational AI accuracy and relevance.
- Deployed LLM-powered summarization to automate daily project reporting, cutting processing time from hours to minutes in under six weeks.
- Built an AI-powered compliance assistant to analyze marketing materials against HPMS guidelines, improving regulatory accuracy and review efficiency.

IBM (previously Octo Consulting Group) - Senior Program Manager

Baltimore, MD • 09/2020 - 04/2024

- Directed comprehensive modernization of CMS Fee-For-Service Shared Systems, optimizing reimbursement processing for 1.9 billion annual healthcare payments.
- Expanded product and delivery capabilities from one to ten cross-functional teams.
- Launched a 150+ person Hybrid Agile Release Train, implementing advanced metrics and analytics tools.
- Facilitated 20+ leadership workshops to define program vision, objectives, and key results (OKRs), and strategic product roadmaps.
- Cultivated strategic partnerships with senior executives and stakeholders to drive

CONTACT

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SKILLS

- Product Strategy Development
- Enterprise Software Portfolio Management
- Technology Transformation
- Cross-Functional Team Leadership
- Stakeholder Engagement
- Agile & DevOps Methodologies
- AI/ML Product Innovation
- Strategic Roadmap Planning

EDUCATION AND TRAINING

Bachelor of Arts: Criminology & Criminal Justice
University of Maryland

CERTIFICATIONS

- Certified SAFe® 6 DevOps Practitioner, 2020
- Certified SAFe® 6 Program Consultant (SPC), 2019
- Certified SAFe® 6 Scrum Master, 2019

program success.

Makpar Corp - Program Manager | Agile Delivery

Washington, DC • 02/2019 - 09/2020

- Led the digital transformation of the IRS eAuthentication secure access framework under a \$40M technology contract.
- Grew cross-functional product delivery teams by 400% through iterative, agile framework implementation.
- Redesigned the DevOps release management process, increasing the release frequency 2.5 times (from bi-annual to five times per year).
- Developed and executed a comprehensive product strategy aligned with organizational objectives.

Booz Allen Hamilton - Lead Associate | Technical Project Manager

Laurel, MD • 11/2015 - 01/2019

- Led product development for CMS federal health marketplace applications (HealthCare.gov)
- Facilitated over \$14 million in plan selections during annual open enrollment
- Directed 20-person team developing unified cyber threat reporting tools
- Implemented website content consolidation, enhancing digital product delivery

Regent Education Inc. - Project Manager

Frederick, MD • 05/2014 - 11/2015

- Led a 12-member delivery team to integrate financial aid data with core campus systems, automating the full financial aid lifecycle across diverse enrollment models.
- Spearheaded the migration of 5M+ records from a legacy system to a modern web-based solution, driving \$10M in new sales.
- Managed a \$5M data migration initiative, successfully transferring 80K+ student records and ensuring seamless system transition.
- Applied data analytics and stakeholder engagement to gather requirements, prioritize critical features, and ensure alignment throughout all phases of the project.

TerpSys - Product Owner/Scrum Master

Silver Spring, MD • 06/2011 - 05/2014

- Managed a \$20 million product portfolio, leading a 12-person technical team.
- Executed complex system migrations: Redesigned legacy member-based system, migrating 100,000 member profiles.
- Developed a data extraction solution, delivering over 1,000 customized reports for pharmaceutical companies. Migrated a 100-page non-profit website, improving content management and user experience.

- Agile Certified Practitioner (PMI-ACP), 2018
- IC Agile - Agile Coaching (ICP-ACC), 2017
- Certified Scrum Master (CSM), November 2016
- Project Management Professional (PMP), 2013
- Google Analytics (IQ) Certification, 2012
- Certified Scrum Product Owner (CSPO), 2012
- Certified Agile Leadership - Essentials (CAL - E)
- Certified Agile Leadership - Teams (CAL - T)
- Certified Agile Leadership - Organization (CAL - O)
- SQL for Data Science, 2024

General Dynamics Information Technology - Project Manager

Washington, DC • 02/2010 - 06/2011

- Led full SDLC delivery of a \$20M custom security management software solution for the Department of Homeland Security (DHS), Security Systems Division, aligning with the “One DHS” modernization initiative.
- Directed the successful migration of 2M+ records across eight legacy systems using advanced data mapping, reporting, and QA metrics to ensure data integrity and operational continuity.
- Oversaw integration of multiple legacy systems into a unified, web-based platform, enhancing security operations and reinforcing DHS's mission of national protection through improved transparency and system efficiency.

EARLIER CAREER

Senior Consultant / Grant Thornton LLC - Alexandria, VA *06/2009 - 02/2010*

Program Analyst/ Strategic Analysis, Inc. - Washington, DC *12/2007 - 06/2009*

Program Analyst (Federal Employee)/ Department of Homeland Security (DHS), FEMA
- Washington, DC *09/2005 - 12/2007*

ACTIVITIES AND HONORS

- Parent Teacher Student Association (PTSA) of Maryland - Technology Committee
Lead, Burtonsville Elementary School
- Parent Teacher Student Association (PTSA) of Maryland - Beautification Committee
Lead, Burtonsville Elementary School
- Kristin Mink for Montgomery County Council - campaign volunteer and community advocate
- ITbiz Project Management Course Instructor - Love Never Fails

ACCOMPLISHMENTS

- Montgomery County Council Proclamation celebrating the Burtonsville Elementary School PTSA - 2023

REFERENCES

References available upon request.