

Krista Monk

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SUMMARY

Technology & Program Leader | Client Success | Digital Transformation

Technology leader with 15+ years delivering enterprise data platforms, automation systems, and analytics programs across healthcare and telecom environments. Experienced leading developers and analysts building SQL data pipelines, Python automation, and real-time dashboards supporting large-scale operational and financial systems. Combines healthcare domain expertise (HIPAA, EHR, claims data) with enterprise data engineering oversight and Agile delivery leadership.

EXPERIENCE

VERIZON COMMUNICATIONS

Senior Manager, Strategy & Program Development (Public Sector) Sep 2023 - Sep 2024

- Led developers and data analysts building SQL data pipelines and Python automation powering Power BI dashboards tracking \$663B in public-sector opportunities, generating \$19.5M in new contract value within six months.
- Led modernization for the California Network program, coordinating engineering, billing, and presales teams to migrate 1,500 business units and improve operational efficiency by 25%.
- Directed cross-functional engineering teams delivering enterprise dashboards in Power BI and Tableau, integrating Salesforce and ServiceNow data through SQL pipelines to improve real-time operational reporting and portfolio governance.
- Established data governance standards for analytics platforms, implementing SQL validation checks and automated Python workflows to ensure accuracy and compliance across public-sector contract reporting systems.
- Modernized state technology portfolios across Rhode Island, New Jersey, and California by implementing standardized delivery playbooks that improved project schedule accuracy by 30%.
- Achieved 98% pricing accuracy and 100% documentation compliance during the State of Rhode Island portfolio transfer, creating a repeatable model for compliant state migrations.
- Led SQL-driven whitespace analytics identifying 30% additional expansion opportunities across SLED contract portfolios.
- Partnered with C-suite and capture leadership teams to integrate financial, contractual, and technical performance data into interactive dashboards using Power BI and data visualization tools, improving real-time portfolio visibility for executive and board-level decision-making.

Senior Project Manager, Capture Strategy & Program Delivery Aug 2020 – Sep 2023

- Led a team of seven developers and project managers integrating Salesforce systems and workflow automation, improving data accuracy and reducing downtime.
- Spearheaded automation initiative using analytics and AI to standardize opportunity tracking and reduce manual reporting by 40%.
- Implemented workflow automation across Salesforce, ServiceNow, and Polaris connecting contract data with staffing forecasts and approval workflows.
- Governed enterprise reporting architecture by defining monitoring, validation, and reliability standards for SQL pipelines and Python automation supporting cross-functional analytics dashboards.
- Applied Lean Six Sigma and Agile delivery methods to eliminate workflow bottlenecks and accelerate program delivery timelines by 25%.

Program Manager – Client Account Manager (Global Technology Solutions) Mar 2017 – Aug 2020

- Led ERP modernization integrating SAP S/4HANA, Ariba, and Concur supporting \$1B revenue and 2.7M customers.
- Digitized 550,000 contracts and 344,000 billing accounts across Oracle and AWS platforms.
- Implemented AI-driven predictive billing verification improving revenue recovery.
- Eliminated redundant platforms saving \$15M annually.
- Built predictive analytics dashboards using Power BI and AWS.

Senior Analyst – Billing Systems & Data Platforms Jul 2015–Mar 2017

- Served as liaison between audit, IT, and development teams to resolve billing data issues and strengthen financial compliance across Verizon's consumer billing platforms.
- Translated audit findings into system requirements and process documentation that guided developers in improving billing accuracy and data flow across enterprise systems.
- Performed SQL-based data validation and user acceptance testing (UAT) to verify billing system upgrades and ensure accurate customer invoicing.
- Partnered with platform owners and engineers to troubleshoot billing system defects, document fixes, and accelerate resolution of revenue-impacting issues.

ENTERPRISE HOLDINGS

Sales Executive – Consumer & Enterprise Accounts Sep 2013 - Jul 2015

- Drove 28% ARR growth through strategic territory planning in SMB-focused accounts.
- Developed automation touchpoints that improved client onboarding and retention.

TULSA HEALTH DEPARTMENT

Epidemiologist / Maternal Child Health Manager Jan 2009 - Sep 2013

- Partnered with system developers to define business requirements for claims automation and eligibility frameworks, ensuring compliance and operational alignment.
- Conducted advanced analysis of medical claims (CPT, ICD-10) and maternal/infant health data to identify risk patterns and stratify populations for intervention.
- Collaborated with healthcare providers and agencies to translate business requirements into system specifications, enabling adoption of electronic health records (EHR) and reporting tools.
- Ensured compliance with HIPAA, IRB, and state/federal regulations, developing governance processes transferable to PBM and benefit operations.

EDUCATION

Masters in Public Health, Epidemiology- Purdue University Global

Bachelor of Science -Northeastern State University

LICENSES & CERTIFICATIONS

Project Management Professional (PMP)-Project Management Institute

Certified Product Scrum Owner (CPSO)- Scrum Institute

Certified ScrumMaster (CSM)

Six Sigma Black Belt (SSBB)

Information System and Technology (ITIL)- Villanova University

Organizational Leadership-Harvard Business School

SKILLS

Data Pipeline Oversight (SQL, Python) • Analytics Platforms (Power BI, Tableau) • Data Integration & APIs (Salesforce, ServiceNow) • Enterprise Systems (SAP, Oracle) • Data Governance & Quality • Agile Delivery • Healthcare Data (EHR, CPT/ICD-10, HIPAA)