

# MICHAEL BIELEN

## Senior Operations & Process Improvement Manager

Westfield, NJ • New York City Metro Area • Open to Remote

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## SUMMARY

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Senior operations and process improvement leader with nearly 22 years of experience taking on the complex, undefined problems an organization can't afford to get wrong. I find out what the real problem is, then build the process or system that solves it for good. My strength is the operational and analytical layer: I understand data, know how to structure it, and build the reviews and quality checks that keep it reliable. I also build AI-assisted automation to make these processes faster, and I pick up new tools quickly and start putting them to work right away. I have led teams throughout my career—most recently a two-person data team, and earlier groups of business analysts and project managers—so I am comfortable both managing people and doing the hands-on work myself.

## CORE COMPETENCIES

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Process Improvement • Operations Management • Business Process Management • Program & Project Management • Stakeholder Coordination • Cross-Functional Team Leadership • Data Governance • Data Organization & Quality • AI-Assisted Automation • Process Documentation • User Acceptance Testing • Vendor Management • Change Management • Regulatory & Compliance Coordination

**Tools:** Microsoft Excel • Microsoft Copilot & Copilot Studio • Smartsheet • SharePoint • Azure DevOps • Aha! • Tableau • Salesforce • Oracle

## PROFESSIONAL EXPERIENCE

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### Senior Manager, Process Improvement & Data Governance

Nov 2022 – Jun 2026

*Cognizant — TriZetto Product House*

Began in data analytics and BI reporting, leading a two-person data team, then moved into data governance, normalization, and application operations after a group reorganization. This work spanned Azure DevOps, Aha!, and Smartsheet, supporting release validation, governance intake, and operational reporting.

- **Software governance intake:** Ran intake across Security, Architecture, Legal, and Desktop Support, completing 167 reviews in 2024 and more than 150 in 2025 with a consistent 24-hour turnaround. Used that process as the foundation for an AI-evaluated, normalized tool inventory database that eliminated duplicate records and flagged software requiring re-review, replacing years of fragmented data with a single trusted source.
- **AI-assisted automation:** Built agents in Microsoft Copilot Studio that streamlined the software governance process and reduced manual effort.
- **Data governance mapping:** Mapped server data across 800+ Product House systems for the Healthcare Data Governance program, creating a verified data inventory used for enterprise compliance and audit readiness.
- **EHNAC re-certification:** Led the 2024 re-certification, coordinating five third-party site reviews across HR, training, operations, security, and infrastructure to a 98% score, tying the highest in company history.
- **Business unit integration:** Led the integration of the Life Sciences business unit into the Product House operating model, onboarding teams in North America and India and aligning tools, governance processes, and release cadence.
- **Onboarding redesign:** Interviewed new hires and their managers to find where onboarding was breaking down, then designed and delivered a role-based checklist and playbook customized by team.
- **Smartsheet administration:** Served as system administrator for 700+ user accounts, using AI to identify inactive users and reclaim roughly 30 licenses per quarter, eliminating the need to purchase additional licenses and controlling cost.

### Senior Manager, Business Analysis / Project Management

Jan 2018 – Oct 2022

*Cognizant — TriZetto Provider Solutions*

Led enterprise programs and PMO operations spanning infrastructure migration, regulatory compliance, product commercialization, and business intelligence.

- **Azure migration UAT:** Managed user acceptance testing for a full data center migration to Azure with no existing playbook. Built a testing structure spanning 1,200+ test cases across 27 teams and 43 associates, and provisioned 450 user accounts across 92 roles and 23 departments two weeks ahead of the data center closure, holding post-migration access issues to under 3% of users.
- **DOJ subpoena response:** Managed the organization’s response to a DOJ subpoena, coordinating delivery of 14 complex data requests including analysis of two billion records, and meeting every regulatory deadline with zero follow-up requests.
- **Compliance certifications:** Led the 2022 EHNAC and CAQH healthcare compliance certifications to a 98% score, tying the highest in company history.
- **BI & reporting:** Directed development of BI and reporting capabilities, including Tableau dashboards for quality, financials, and SDLC metrics used directly in executive decision-making.
- **Vendor negotiation:** Negotiated a 7-year, approximately \$15M strategic vendor agreement.

### Senior Manager, Business Analysis

Jan 2013 – Dec 2017

*Cognizant — TriZetto*

Led a team of four business analysts across Corporate Applications (Salesforce, Oracle, SharePoint, Hyperion) serving finance, HR, marketing, and product teams.

- **Governance process design:** Designed a software enhancement and break/fix governance process tied to ticketing and reporting tools, replacing ad hoc requests with a ranked, trackable system that improved visibility and stakeholder response time.
- **Project intake:** Co-developed a standardized project intake and classification process with PMO leadership, supported by Project Server and SharePoint dashboards, reducing intake ambiguity across the portfolio.
- **BA/PM model:** Established a formal BA/PM partnership model, embedding business analysis into the project lifecycle and improving requirements quality and delivery outcomes.

### Manager, Web Development

Mar 2010 – Dec 2013

*The TriZetto Group*

Directed a four-person team to replace a sprawl of department-specific intranet sites and file shares with a single, structured collaboration platform.

- **T3 Central:** Led development of an integrated SharePoint collaboration portal, earning a Quality Excellence Award.
- **Agile roadmap tool:** Designed a roadmap tool supporting the shift from Waterfall to Agile, giving teams a way to manage cross-product dependencies without the friction of the old release process. Named to the TriZetto Circle of Distinction (top 5% of performers).

### Earlier Experience

**Web Developer Specialist, The TriZetto Group (2004–2010)** — Built portals and dashboards including Project Central, used across 70+ development initiatives. Received the TriZetto Innovation Award.

**Vice President, Technology, The Turnaround Team, Inc. (1997–2004)** — Built and led the technology division from the ground up, growing it from 1 to 12 people and revenue from \$100K to \$2.5M, delivering solutions for clients including BASF, Lucent, IBM, Simon & Schuster, and the U.S. Postal Service.

## EDUCATION & AFFILIATIONS

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**M.P.S., Interactive Telecommunications** — New York University

**B.S., Computer Science** — DeSales University

Member, Project Management Institute (PMI) • TriZetto Innovator of the Year Runner-Up (2009) • TriZetto Circle of Distinction (2009–2013)