

Tracy Chapman Granneman

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Summary

Skilled business leader with applied experience in IT Program Management, IT Product Management, Business Development, Training/Instruction, Change Management and Business Continuity. "Working Leader" who empowers strong team performance, actively engages stakeholders, and delivers individual results.

Instruction and Training Experience

Saint Louis University, Richard A. Chaifetz School of Business

Instructor, Business Technology Management (August 2022 to present)

Adjunct Instructor, Data Modeling, Analysis and Visualization (January to August 2022)

Introduces students to the data lifecycle of business analytics. Course content includes planning, data modeling, data acquisition, analysis and creating visualizations to drive decision making. Students work in three applications: Microsoft Excel, Microsoft Access and Tableau. Course format consists of traditional lecture and hands-on assignments, as well as incorporates supplemental learning resources such as current articles, open-source data resources, podcasts, a guest speaker, videos, and personal experience. Students are encouraged to learn the fundamentals of tools, including advanced Excel skillsets, but also to understand how to apply their learning in a business environment. Course concludes with a project to create a business case using tools and methods learned in class.

Suntiva, LLC (now LMI)

January 2015 – January 2022

Trainer and Facilitator (as part of larger role at company)

Trained DoD clients in company-designed project management course, facilitated leadership training symposium for federal civilian client, led project to benchmark and design Emerging Leaders Program for same client. Continues to facilitate multiple leadership courses: Franklin Covey 7 Habits Signature 4.0, Dialog Skills, Emotional Intelligence and Fundamental Supervision. Received high evaluations in all training courses.

George Mason University

January 2016 to May 2018

Adjunct Professor, Operations and Project Management

Prepared and taught Operations and Project Management course offerings for undergraduate students. Applied sound methods, based on course catalog description and approved course outline. Incorporated current topics and experiential learning techniques to enhance student learning and application. Received strong evaluation scores and feedback from students.

Corporate Experience

Centene Corporation

September 2019 – July 2022

Manager, Provider Solutions

Currently leads Product Owner and Business Analyst team who manage the product strategy and requirements for capabilities that ingest, orchestrate, and store provider data sourced from external parties such as states or healthcare providers. The team also leads reporting and analytics, as well as, production support of 20+ organizational systems. Products operate on a range of systems and applications including Informatica, Oracle databases, MongoDB, MicroStrategy, and Tableau. Role includes mentoring team, defining multi-year strategies, documenting end to end data flows (as-is and to-be), stakeholder communications, project planning and product strategy planning. Serving in

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leadership role on strategic functional migration effort to consolidate backend data and workflow systems of an acquired large business.

Previously served as a Product Owner (PO) for the member portal suite of products, developing requirements to maintain/update legacy web tools and enabling functional migration of users from acquired health plans.

Suntiva, LLC (now LMI)

January 2015 to January 2022

Director, Intelligence Business Unit

Led Intelligence Business Unit program operations and business development activities. Key decision maker in all levels of business unit operations, including strategic planning, profit/loss, workforce management, recruiting, program performance, marketing and contract/subcontract management. Recently moved to St. Louis and growing corporate presence and brand in region. Also provides individual customer support for leadership development and training programs.

- **Results Driven:** Doubled business unit revenues. Led Suntiva into new client agency. Experienced in all stages of business development from identifying an opportunity to managing a successful “win” with strong understanding of Shipley Method. Brought into other business units to review and contribute to multiple strategic proposal efforts.
- **Customer Focused:** Manages leadership development, instructional systems design and training programs across two customer spaces. Responsible for all PMO back office duties to include staffing, scheduling, cost control, reporting, financial projections and risk management. All programs have seen growth and/or project growth in next fiscal year.
- **Change Agent:** Trained and experienced in all aspects of Prosci ADKAR model. Worked within company and client spaces to lead and affect change to align people, process and technology efforts with multi-year strategies. Bring planning and hands-on experience with ADKAR.

TASC Inc. (now Engility Corporation)

January 2005 to January 2015

Information Technology Program Manager

Ten years of progressive increase in project/program management responsibility. Achieved OUTSTANDING results (97% average award fees). Lowered costs and improved program performance, 12% cost reduction on a single contract. Managed diverse statements of work across multiple IC customers, including strategic change initiatives, continuity of operations, information technology (systems) implementations, systems and network engineering, operations planning and execution, logistics, security, web development, strategic planning, and situational awareness capabilities. Developed business – grew contract from \$750K to \$9.5M in two years. Worked for eight years as line manager actively engaged in staff performance, proposal development, and program collaboration.

As Program Manager, led:

- Digital media forensics program, defining strategic and technology way-forward. Supported mission objectives for timely complex reporting.
- Mission integration team that achieved Outstanding Award feeds. Reduced overall costs on program by 12% and provided proactive options to reapply funds toward mission. Engaged directly in InfoSec, network communications implementations, architecture planning, and operations support.
- Multi-functional team that developed and implemented a directorate-level operations center providing first-time integrated situational awareness to executive staff. Averaged 97% award fees. Developed strategic and communication plans, schedules, and proactive financial execution plans

As Project Manager or Individual Contributor:

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- Supported 24X7 mission operations center, developing first 5-year strategic plan to define the vision, mission and goals of organization, delivering a framework aligning operational and SE&I activity to organizational objectives.
- Led contractor staff team of 28 people who were responsible for performance of numerous Enterprise Services project teams, such as Identity and Access Management, Common IC Log-in capabilities, Web 2.0 service development, unclassified and secret fabric deployments, IT and Communications Continuity, and Service Level Management program stand-up initiative.
- Managed and worked as member of Continuity of Operations planning team supporting 10 concurrent projects.

Additional experience includes six years of Sales, Account Management and Marketing Communications in IT companies of various sizes and focus areas.

Education, Certifications and Training

M.S., Information and Telecommunications Systems, The Johns Hopkins University, 2006
B.S., Business Administration in International Marketing and Management, American University, 1997

Certified SAFe Product Owner/Manager, 2020 - Certified SAFe 5 Agilist, 2019 - Professional Scrum Master (PSM) II, 2019-
Covey 7 Habits Facilitator, October 2018 - Prosci Certified Change Practitioner, December 2016 - Master Certificate in
Organizational Leadership, Villanova University, August 2014 - Project Management Professional (PmP), August 2011 -
Master Certificate in Applied Project Management, Villanova University, November 2010 - IT Infrastructure Library (ITIL)
Foundation Certification (v3), 2010 - Federal Enterprise Architecture Certification (FEAC), 2006

Gallup StrengthsFinder Signature Themes:

Activator – Responsibility – Communication – Learner – Arranger