

# Jon D’Innocenzo

## Fractional Engagement Lead & Program Manager

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### Professional Summary

Drawing on 35+ years in the Software Engineering and IT industry, I help organizations **execute complex programs efficiently** by bringing strategic leadership, execution discipline, and cross-functional alignment. With extensive experience leading **high-performing global remote teams**. I specialize in **unifying stakeholders** and **delivering measurable business outcomes**.

Highly proficient in driving complex, global programs involving diverse stakeholders, including internal client teams, external contractors, offshore development teams, and strategic partners / vendors (e.g., Pegasystems). Adept at aligning multi-party efforts toward common business objectives while ensuring adherence to enterprise modernization strategies.

### Core Competencies

- Execution – Extensive Program Leadership, Stakeholder & Executive Alignment, Vendor & Partner Management, Global (onshore / nearshore / offshore) Team Leadership, Budget & Financial Oversight, Risk & Change Management, Governance & Compliance, Agile Delivery Frameworks, Resource Management & Mentoring
- Technology – Enterprise Digital Transformation, Cloud Platforms, AI & Intelligent Automation, Enterprise Software & Platforms, Workflow Automation, Data Migration, Integration & Analytics, Cybersecurity, Testing & Quality Assurance, Agile & DevOps Enablement

### Leveraging Technologies & Platforms

Work closely with developers, architects, and testers to ensure effective use of technology in delivering enterprise solutions leveraging: Pega (Care Management, Sales Automation, Customer Relationship Management, Call/Telephony), Pega AI (Customer Decision Hub, Blueprint), Test Automation (Cucumber), Security Testing (OWASP ZAP).

Currently seeking fractional leadership roles, but open to full-time opportunities that align with my expertise.

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## Professional Project Experience

### Virtusa Corporation (2000 – 2025) | Director – Delivery, Engagement Lead

Led enterprise-scale projects, managing cross-functional remote teams (20–50+ resources) and delivering successful digital transformations.

#### Virtusa Engagements (2012 -2025)

- **Prime Therapeutics** (Healthcare/PBM) – **1 Year**  
**Solution:** Physician Clinical Review Automation on Pega Care Management  
**Team:** 25 (remote)  
Delivered automation of physician reviews, streamlining operations and improving clinical workflows, saving as much as 70% time as compared to legacy processing.
- **Excellus BlueCross BlueShield** (Healthcare/Payer) – **3.5 Years**  
**Solution:** Sales Automation for Large Group/Individual Markets on Pega SAHC  
**Team:** 50 (remote)  
Drove sales automation solutions for healthcare providers, enhancing efficiency and client satisfaction.
- **Verizon** (Telecom) – **1 Year**  
**Solution:** System of Insights on Pega Customer Decision Hub (CDH)  
**Team:** 20 (remote)  
Developed insights systems to enhance customer experiences and optimize decision-making processes.
- **Comcast** (Telecom) – **8 Months**  
**Solution:** National Sales Organization Operations Transition  
**Team:** 30 (hybrid)  
Managed a successful operations transition, improving efficiency across national sales teams.
- **Healthfirst** (Healthcare/Payer) – **1 Year**  
**Solution:** Provider Lifecycle Management on Pega & RPA/Robotics  
**Team:** 35  
Led the development of provider lifecycle management systems, integrating robotic process automation for enhanced efficiency.
- **New York Life** (Insurance) – **1.5 Years**  
**Solution:** NYL.com Member Portal  
**Team:** 45  
Directed the creation of a customer portal, enhancing user experience and simplifying access to services with self-service capabilities.
- **Consolidated Edison** (Energy) – **1.5 Years**  
**Solution:** Customer Project Mgmt System on Pega Customer Process Manager (CPM)  
**Team:** 50  
Oversaw the development and implementation of a customer project management system, increasing operational efficiency, and improving customer delight.

## Prior Virtusa Engagements (2000 – 2012)

**Standard & Poor's** (Global Ratings Platform, Pega), **UTC / Taylor** (Workorder & Claims Portal), **Philips Lifeline** (Medical Alert – Emergency Response System, Pega CPM/Call), **Pegasystems** (ISV Relationship), **Harvard Management Company** (Portfolio Manager), **British Telecom** (Collaboration Portal), **Metavante** (Loans Management System), **Shaw's Supermarket** (Deal Management System), **Storage Networks** (Virtual Storage Portal)

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## Prior Experience

- **Computer Associates (1998 – 2000) | Managing Consultant, Professional Services**
- **Litle & Co. (1994 – 1998) | Software Engineer / Project Manager**
- **Stratus Computer (1989 – 1993) | Software Engineer**
- **Avco Research Laboratory (1989 – 1993) | Systems Analyst / Software Engineer**

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## Education & Training

- B.S. Computer Science, Northeastern University
- GenAI Assisted Engineer – Virtusa Certified
- AI Applications for Growth, Northwestern University (Kellogg School of Mgmt) Certified
- Scrum Master – Virtusa Certified