Gilles Munezero

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TECHNICAL PROGRAM / PROJECT MANAGER | SOFTWARE ENGINEER

Dynamic tech leader with career expertise in project management and software engineering. Foster customer relationships to identify requirements, plan, and design a project roadmap that guides execution. Lead teams and collaborate across functions to deliver innovative products and solutions that maximize performance, optimize processes, enhance user experience, and achieve objectives that align technology with business goals to drive organizational growth. Areas of expertise include:

Project Management/Organizational Leadership | UX/UI | Customer Relations | Information Technology Solutions | IT Mergers & Acquisitions | Recruitment / HR Solutions | Software Development Life Cycle | Budgeting | Agile Advocacy

TECHNOLOGY SKILLS

Platforms: Windows OS | Mac OS.
Languages & Tools: SQL | MongoDB | JSON | AWS | Databricks | Splunk | Jira | Confluence | CI/CD | Visual Studio Code | Microsoft Shell | Microsoft Office | Microsoft Project | Python | GitLab | GitHub | SAFe Agile Methodologies.

CERTIFICATIONS

SAFe Agile Product Owner Certificate – 2022

EXPERIENCE

Individu Tech, *Fintech Platform for Community-Based Savings,* Rock Hill, South Carolina
Product Development Lead, 11/2024 - Present
Spearheaded the development and launch of a fintech platform designed to enable community-based savings and financial empowerment. Oversaw end-to-end product management, from ideation and design to implementation and testing. Built strategic partnerships with financial institutions and led a cross-functional team to deliver an intuitive and secure platform. Focused on scaling the platform to accommodate user needs and drive market adoption.

- Led the design, development, and implementation of a fintech web platform focused on community-based savings and financial empowerment.
- Responsible for all phases of the project lifecycle, from concept, UX/UI design (Figma), and backend architecture to deployment.
- Researched and recommended the right cost-effective cloud-based infrastructure to utilize, to support secure savings pooling and user data management.
- Created an identity verification process (KYC) to enhance platform security and regulatory compliance.
- Coordinated with testers and stakeholders to validate features, gather feedback, and iterate product improvements.
- Built partnerships with financial institutions to enable savings accounts with interest-earning capabilities for users.
- Conducted data analysis to monitor savings behavior, optimize the platform, and enhance user experience.

The Cigna Group, Charlotte – Remote   **07/2020 – 09/2024**
Software Engineering Advisor, 07/2022 – 09/2024
Coordinated with engineers, developers, and analysts across two Scrum teams in the USA and India on projects, including API and web traffic analysis and claims audits using ETL tools like Databricks, within an Agile environment.

- Monitored and analyzed network behavior of customer web logins in a test environment, using DevTools to evaluate API response times, and optimize the performance of web applications.
- Coordinated storage requirements with the cybersecurity team before allowing millions of sensitive claims data to be stored in AWS S3 buckets. Engaged cybersecurity teams to address data protection protocols for data at rest and in transit, and authenticated API tokens to comply with HIPAA and industry security standards.
- Analyzed API response times in Splunk of a dozen application entities (customer profiles, customer memberships), and used Excel to retrieve insights to recommend to developers.
- Developed test-driven development (TDD) processes for API testing using Cucumber in Visual Studio Code to ensure proper application behavior and improve API response times in a new environment.

- Audited millions of dental, medical, and pharmacy claims using Databricks in test and production environments, targeting claims marked for deletion to reduce AWS S3 storage costs.
- Used WebEx API / Webhooks to create rooms so the developer team could monitor job failures in the pipelines.
- Heavily relied on Agile methodologies, with Jira as a project planning tool, and Confluence and Sharepoint as collaborating tools to ensure project efficiency across teams.

Mergers & Acquisitions IT Project Manager, 07/2021 – 07/2022
Successfully executed technology M&A and divestiture activities for over 4,000 colleagues from recently divested divisions. Coordinated with more than 50 stakeholders to analyze applications earmarked for migration during a company-wide domain transition, which was carried out in stages across the entire workforce.
- Created detailed roadmaps for divestitures, outlining key milestones and dependencies to ensure smooth transitions across all phases of the project.
- Collaborated cross-functionally to analyze 700 applications across 50+ business, technology and finance teams, focusing on transfer protocol. functionalities to ensure no disruption when colleagues' emails transitioned to the new domain.
- Coordinated divestiture for IT asset retrieval across 3 divested divisions of over 4,000 colleagues across the US, and assessed periodically our inventory, to ensure asset retrieval is going according to the project planning.
- Ensured successful tracking of IT asset retrieval using ServiceNow (SNOW).
- Played a key role in integrating cross-functional team efforts, ensuring seamless transition of new and divested colleagues post-merger, significantly reducing IT asset turnaround time.
- Engaged with stakeholders periodically to communicate progress, and bottlenecks.

The Cigna Group, Charlotte - Remote, NC (continued)
Project Management Analyst, 07/2020 – 07/2021
Worked on projects within the US Medical organization, optimizing stakeholder value for 15 state partners providing healthcare to Medicaid recipients. Analyzed UAT to send state-requested data on specified deadlines to meet HIPAA requirements for healthcare services provided to Medicaid recipients.
- Analyzed the intricate Secure File Transfer Protocol (SFTP) requirements for data transfer of requested data by the states to ensure accurate data is transferred.
- Ensured correct formats, such as JSON or XML, and required naming conventions are followed.
- Conducted an access audit for a team of 10 colleagues, identifying and coordinating the secure removal of obsolete system access for teammates from a recently acquired company.
- Coordinated with multiple stakeholders during the COVID pandemic to resolve remote access issues for nurses in the US Medical organization and support patient care.
- Created an educational guide for a scrum team adopting Agile for the first time, providing key concepts and processes to facilitate the transition to Scrum methodology. Used Jira to implement and manage the Agile workflow, ensuring the team's successful integration into Agile practices.

Engagement and Technology Committee Lead, 2021 – 2023
Led a committee responsible for recruitment, budget planning, and project management for a technology program, and the enhancement of internal technology learning tools. Championed agile adoption.
- Successfully managed a $1 million budget to promote colleague learning opportunities and enhance morale for over 500 employees, achieving consistent success for two consecutive years.
- Facilitated learning opportunities by engaging subject matter experts on key tools and processes, providing real-world insights to help associates deepen their understanding of the company and its operations.
- Participated in organizational recruitment and retention efforts by aligning HR recruiting strategies with technology/IT candidate strengths, ensuring that talent acquisition was merit-based and skill-focused.

EDUCATION
Master of Science (MSc.) in Health Informatics - University of Pittsburgh, Pittsburgh, PA
Bachelor of Science (BSc.) in Business Administration - The Ohio State University, Columbus, OH