

Kathleen Booker, PMP, CSM

Senior Project & Program Manager | Healthcare Operations & Technology

Little Elm, TX (Remote) | 817-371-5591 | katm.booker@gmail.com | linkedin.com/in/kathleen-booker-pmp-csm

Professional Summary

Senior Project and Program Manager with 13+ years leading complex, cross-functional initiatives across healthcare operations and technology. Proven record of building scalable project and program management systems, driving measurable process improvement, and aligning people, processes, and technology so execution becomes predictable and repeatable. Strong in program governance, stakeholder management, Agile and Waterfall delivery, and executive reporting.

Core Skills

Project Management | Program Management | Portfolio Coordination | Cross-Functional Leadership | Agile | Scrum | Waterfall | Process Improvement | Business Process Mapping | Operational Excellence | Risk Management | Change Management | Stakeholder Management | Requirements Gathering | Strategic Planning | Executive Reporting | Dashboards | Governance | Vendor Management | Meeting Facilitation | AI Productivity

Tools: Jira, Asana, Smartsheet, Microsoft Project, Confluence, Salesforce, Power BI, Microsoft 365, Google Workspace, Notion, Miro, ChatGPT, Claude, Microsoft Copilot

Professional Experience

Independent Consulting & AI Operations | Little Elm, TX (Remote)

Sep 2025 – Present

Project Management Consultant & AI Operations Specialist

- Provide project management and operational consulting to small business and healthcare clients, standardizing intake, documentation, and delivery workflows.
- Complete AI model evaluation work across multiple cycles, assessing output quality, accuracy, and safety against structured rubrics.
- Facilitated an "AI Agents for Project Managers" workshop for 20+ project management professionals through ABWIPPM.
- Lead BookHer Events end to end, managing event planning, vendor coordination, budgets, and client communication.

Signify Health | Dallas, TX

Sep 2012 – Sep 2025

Sr. Service Development - Senior Program and Project Manager

- Designed a PMO governance framework that accelerated program adoption by 85% and reduced delivery risk by 25% across 15+ concurrent initiatives.
- Managed a \$5M portfolio of programs, aligning cross-functional teams and executive stakeholders on scope, timeline, and measurable outcomes.
- Led an operations support intake redesign, driving 85% framework adoption within 90 days and creating clear ownership across teams.
- Directed root cause analysis and workflow redesign that reduced client escalations by 22%, improved first-time resolution from 65% to 82%, and cut mean time to resolution by 30%.
- Improved delivery speed 20 to 35% by standardizing intake, planning, and reporting across operational programs.
- Built executive dashboards and reporting cadences that increased visibility and decision speed for leadership.

Earlier progression at Signify Health: Production Support Analyst - Project Manager; Client Operations Analyst - Project Manager; Quality Assurance and Training Manager (reduced QA defects 30%, improved quality scores 22%, and increased team retention 25%); Production Manager; Schedule Coordinator.

Education

University of North Texas

Bachelor of Business Administration, General Business

Certifications

- Project Management Professional (PMP) | PMI | Expires 2028
- Certified ScrumMaster (CSM) | Scrum Alliance | Expires 2027

Professional Affiliations

- Association of Black Women in Project and Program Management (ABWIPPM) - Speaker, AI Agents for Project Managers
- PMI Dallas Chapter - Active Member
- BookHer Events - Founder, Event Planning & Community Leadership