CHRISTINE BEURMANN

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PROFESSIONAL SUMMARY

Senior Program Manager specializing in product operations, service strategy, and enterprise execution for high-growth SaaS organizations. Expert in building the connective tissue between Product, Engineering, Sales, and Support through standardized operating models, portfolio governance, and competitive intelligence. Delivers measurable gains in delivery reliability, sales enablement, and executive decision-making by translating strategy into actionable, accountable programs.

Listen: Why You Should Hire Christine – AI Podcast

EXPERIENCE

Senior Program Manager, Enterprise PMO & Product Operations
Telus Agriculture & Consumer Goods - Remote
Sept 2023 - Present
Company Information: TELUS is a global SaaS company providing software solutions for food, agriculture, and consumer goods supply chains. $390M in annual revenue.

Portfolio & Governance
- Owned and governed a cross-functional portfolio of Product, Sales, Professional Services, and Support initiatives aligned to the 2025 operating plan, improving traceability from business cases to execution.
- Established standardized intake, prioritization, and execution models (outcomes, epics, stories, tasks), enabling leadership to make higher-confidence investment and capacity decisions.

PMO & Delivery Leadership
- Managed and coached Program and Project Managers to improve delivery predictability, stakeholder communication, and escalation management across multiple concurrent initiatives.
- Designed and launched a PM capability uplift program after identifying enterprise-level delivery risk (baseline 1.3/5 across communication, ownership, and follow-through).

Revenue & Market Enablement

- Led a cross-functional PMO initiative spanning Sales, Professional Services, and Support to standardize enterprise RFP responses, reducing commercial risk and improving deal consistency.

- Delivered competitive benchmarking across the top 10 market competitors, producing an executive-ready services gap analysis that informed pricing, packaging, and go-to-market strategy.

Principal Program Manager, Enterprise Delivery
Early Warning Systems/Motion Consulting – *Remote (Contract)*
August 2022 - August 2023
Company Information: Financial Services technology company that specializes in fraud and payment solutions (Products: Zelle). 160 employees. $250M in annual revenue.
- Established program governance, reporting cadence, and risk management for leadership across multiple strategic initiatives.
- Provided executive-level portfolio reporting across 10+ programs, including delivery status, risks, and dependency management through Jira exports & Looker Dashboards
- Stabilized delivery performance across 10+ Scrum Teams and 4 Product Teams across 3 locations; improved cross-team coordination and standardization, resulting in consistent on-time delivery of program increments and key milestones.

Senior Engagement Manager, Enterprise Programs
Applied Frameworks – *Remote*
February 2022 - August 2022
Company Information: Management consulting firm that helps companies create software-enabled solutions. $1M in annual revenue.
- Project: Wex Health - Senior Agile Coach
  Company Information: Global fintech company that provides payment processing and information management services. WEX Health specializes in healthcare benefit solutions. $2.63B in annual revenue.
  - Stabilized delivery performance across four Scrum teams, improving predictability by 20% through disciplined planning, risk management, and execution governance.
- Project: YouTube - Engagement Manager
  Company Information: A Google-owned video platform and one of the world's largest digital media services, serving over 2 billion logged-in users monthly. $36.1B in annual revenue.
  - Partnered with the LACE leadership team to shape and prioritize their transformation backlog, resulting in a clear, actionable roadmap that enabled YouTube to execute critical change initiatives and advance its organizational transformation goals

Senior Manager, Product Operations
Signet Jewelers – *Remote*
January 2021 - February 2022
Company Information: Retailer of diamond jewelry, watches and other products. $7.33B in annual revenue.
- Spearheaded a transformation from a linear waterfall process to a scalable agile operating model in partnership with the Chief Product Officer and SVPs, enabling end-to-end delivery across

design, product, technology, and customer journey functions; drove gains in delivery predictability and product quality.
- Led and developed a high-performing team of 5 Scrum Masters and 2 Agile Coaches to implement transformation goals across multiple organizational layers (Epic, Feature, Story), fostering alignment, accountability, and continuous improvement
- Enabled cross-functional teams with scalable processes and documentation to support strategic planning and delivery at scale

Director, Enterprise Agile Transformation
Eli Lilly/Leading Agile – *Indianapolis, IN*
January 2020 - January 2021
Company Information: One of the largest pharmaceutical companies in the world. $32B in annual revenue.
- Designed and implemented an Agile Center of Excellence for Eli Lilly's Diabetes Business Unit, providing a scalable change management framework that enabled the organization to build internal transformation capabilities and accelerate adoption
- Contributed to the development of the LeadingAgile Agile Transformation Office playbook and reference architecture, which became the foundation for multiple client transformations by standardizing coaching operations, engagement models, and data-driven prioritization
- Built strong, trust-based relationships with cross-functional teams, resulting in more effective coaching, improved team performance, and greater alignment on delivery and change initiatives

Agile Coach
15Five – *Remote*
January 2019 - January 2020
Company Information: Offers strategic performance management software to help businesses and their employees thrive by providing HR leaders with data-driven insights. $12M in annual revenue.
- Identified and addressed root causes behind delivery issues for three Scrum teams averaging just 20% sprint commitment completion
- Implemented targeted coaching, team restructuring, and Agile process improvements to strengthen planning and execution discipline
- Enabled teams to consistently achieve 90% of sprint commitments with stable velocity, increasing predictability and stakeholder confidence

Fiserv - Dublin, Ohio
2008 - 2019
Company Information: Fortune 500 company. Leading Global provider of financial services technologies. $18B in annual revenue.

Enterprise Agile Coach, Manager *(June 2018 – January 2019)*

- Created and scaled a swarming-based issue resolution approach across the Agile coaching team (6 coaches supporting 450+ employees), enabling collaborative problem-solving and faster, more effective implementation of solutions
- Improved organizational responsiveness and coaching impact within the ePayments line of business by combining data-driven feedback and collaborative planning to accelerate resolution and drive operational improvements

Enterprise Agile Coach, Senior *(January 2018 – June 2018)*

- Led the planning, facilitation, and coaching for two large-scale Program Increment (PI) Planning events (150–450 participants), mentoring peer coaches on event design and execution
- Achieved 20% acceleration in Q4 delivery for the Challenger team by driving alignment on business vision, sequencing dependencies, and improving coordination across teams

Enterprise Agile Coach *(January 2016 – January 2018)*

- Partnered with the VP of Agile Transformation to design and roll out a 4-tier governance model for the ePayments division; developed and delivered training, facilitated team coaching, and promoted continuous improvement
- Increased Agile maturity and delivery effectiveness across multiple teams through sustained enablement and tailored coaching aligned to strategic transformation goals

Business Systems Analyst *(January 2015 – January 2016)*

- Led a cross-functional initiative to identify and eliminate operational inefficiencies, resulting in a 20% reduction in project delivery timelines and significantly improved team productivity
- Delivered measurable cost savings and enhanced team collaboration by implementing targeted process improvements

Quality Analyst, Manager *(January 2013 – January 2015)*

- Won the 2015 "Excellence Achievement" Award for successfully managing a $1M project to completion with strong outcomes
- Reduced failed test cases by 50% by training development teams on Test-Driven Development (TDD) principles, enhancing code quality, early issue detection, and software reliability

EDUCATION

Data Analytics Certification **-** 2025
Columbus State Community College

- Applied Statistics
- Database & SQL
- Python Fundamentals
- Capstone Project: Developed a logistic regression model to predict promotions to Serie A and relegations from Serie B Italian Football League using historical performance data.