

John P. Twist MBA, PMP, CSSBB

PROJECT MANAGEMENT OPERATIONAL EXCELLENCE & BUSINESS ANALYSIS EXPERT

Leading with Purpose | Process Improvement Fanatic | Driving Impact Through Insight

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PROFESSIONAL SUMMARY

Impact-driven and people-focused leader with 20+ years of experience specializing in project management, business strategy, business intelligence, and operational excellence. Thrives at the intersection of customer experience and innovation, bringing energy to building high-performing teams and solving challenging problems with data-informed strategies. Passionate about elevating the employee and customer journey by turning feedback into actionable insights creating lasting value.

CORE COMPETENCIES & SKILLS

Industry Skills: Project Management, Root Cause Analysis, AI, Automation, Strategy Development, Business Cases

Leadership: Cross-Functional Team Leadership, Employee Engagement, Coaching & Mentoring, Results Driven

CRM Systems: Salesforce, Zendesk, Atlassian Suite (JIRA, Confluence, Trello), SharePoint

Data: MicroStrategy, Excel, Google Sheets, Hadoop, Teradata, EazyBI, Power query, AWS Cloud, Tableau

Programming: Python 3, SQL, HTML MS Project & Visio

AI & Automation: ChatGPT 4, Ollama, UiPath, Zapier, Monday.com, Claude.ai, Koboldcpp

PROFESSIONAL EXPERIENCE

Pan-Astra Consulting LLC

August 2022 – Present

Director of Technology

- Lead transformation initiatives including mainframe migrations, API integrations, and deployment of cloud-native platforms.
- Develop and implement consistent project governance, templates, and tools (e.g., PMO frameworks, RAID logs, agile boards) across teams.
- Implement agile delivery frameworks, CI/CD pipelines, and DevOps culture across client organizations.
- Leverage RPA, AI, and workflow tools to streamline MTTR (mean time to resolution) reduced by 50%+
- Build and advise on cloud-native, microservices-based platforms for banking, insurance, and investment clients.
- Guide clients in building secure, real-time analytics solutions for risk management and portfolio optimization.
- Oversee the full lifecycle of complex, cross-functional technology projects from scoping to delivery

Notable Success Measures:

- 20%+ reduction in operating costs or system downtime for re-platformed environments.
- 100% audit pass rate and no security breaches across client portfolios.
- 30%+ reduction in process cycle time for automated workflows.
- 100% compliance across all engagements with zero security or privacy violations.
- At least 2 successful go-lives with scalability benchmarks met or exceeded.
- Complete 100% of diligence engagements on time and reduce post-acquisition tech integration time by 25%.
- 90%+ of projects delivered on time and within budget, with positive client feedback on delivery experience.
- 100% adoption of standardized methodologies and a 25%+ improvement in project visibility and predictability.
- 99.9%+ uptime and 30%+ reduction in infrastructure costs post-optimization.
- 40%+ improvement in deployment frequency or release velocity.

Kaiser Permanente

July 2021 – July 2022

Senior Process Architect – IT Risk Management

- Formalize process alignment and operational capability between IT and risk management organizations supporting medical device technologies.
- Designed security framework and evaluated organizational process efficacy.
- Defined and implemented process and system changes across numerous platforms.
- Identify potential risks and develop remediation plans.

PROFESSIONAL EXPERIENCE (CONTINUED)

CoBank

February 2020 – September 2021

Technical Analyst – FP&A Reporting Analytics

- Completed a successful program launch of Enterprise Data Reporting Solution.
- Captured data elements, data architecture, and integration of disparate data sources rolled up to a tech spec dashboard.
- Ensuring regulatory compliance in data reporting.
- Identify and articulate business requirements for translation to a logical data model.

Liberati Brewing

March 2018 – February 2020

Chief Information Officer

- Provided oversight of all IT infrastructure, including networks and security, to ensure optimal performance.
- Drove comprehensive IT strategies leveraging innovative technologies to drive efficiency and cost savings.
- Selected and implemented automation solutions to streamline all internal operations, optimizing business processes.
- Implemented back-end automation and integration of inventory forecasting to ordering.
- Developed iPad native app for tracking/monitoring SOPs with reporting features.

Galvanize

February 2019 – July 2019

Director of Information Technology

- Implemented cloud-based systems to improve scalability, reliability, cost savings, and customer experience.
- Improved IT security protocols to protect data integrity, confidentiality, and availability of company information.
- Owned system performance metrics (uptime and downtime statistics, response times) to ensure optimal functioning of all systems for 9 campuses across the U.S.
- Created policies and procedures for data access control, system usage guidelines, asset management, software licensing.
- Identified opportunities for automation of manual processes resulting in an 8% reduction in operating costs.
- Managed budget for IT, Engineering, and the PMO, and created strategic roadmaps for systems and reporting.

Empower Retirement

August 2016 – March 2018

Director of Strategy & Implementation

- Owned all telecom, IVR, systems integration and operational excellence initiatives, developing near and long-term strategies for a 3,000-person call center.
- Responsible for people, process, and technology for a 21,000/day call volume service center.
- Manage local and remote direct reports – business analysts, senior analysts, operational excellence managers.
- Reduced Op Ex budget by 11% annually through operational excellence projects.

Charter Communications

January 2015 – May 2016

Wi-Fi Product / Senior Analyst

- Developed reporting roadmap, business cases, and managed relationships with vendors and partners.
- Maintained a repository of business rules, user stories, use cases, flowcharts, and other documents.
- Wrote acceptance criteria, PAT and UAT test scripts, and the deployment playbook for national product launch.
- Partnered with sales teams and training resulting in monthly attach rates increase of 30%.

EDUCATION

Master of Business Administration

2012-2014

Colorado State University

Bachelor of Science in Business Administration

2009-2012

Colorado Technical University

MILITARY SERVICE

United States Air Force

December 1998 – December 2004

AFSC - Meteorological Navigation Systems

Honorable Discharge