

SANDRA MARIE MOSES, PMP

PROJECT & PRODUCT MANAGEMENT · PMP · PMI-ACP · CSM · DASSM · CSPO

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SUMMARY

Project and product management professional with experience across healthcare technology, enterprise systems and higher education. Committed to agile methods and adaptive project management, backed by Project Management Professional, Agile Certified Practitioner, Disciplined Agile Senior Scrum Master, Certified ScrumMaster and Certified Scrum Product Owner credentials. Facilitates agile practices and helps teams adopt an innovative, customer-centered mindset, with a focus on accessible and effective digital solutions for complex challenges in healthcare and beyond.

AREAS OF EXPERTISE

- Project & program management
- Product lifecycle management
- Requirements & business analysis
- Vendor & contract negotiation
- Agile & Scrum delivery
- Healthcare information technology
- Systems analysis & design
- User acceptance testing
- Digital product management
- Business process improvement
- Learning & performance systems
- Training & instruction

PROFESSIONAL EXPERIENCE

UNITEDHEALTH GROUP

Feb 2019 – Present

UnitedHealthcare · Provider Partnerships Senior Project Manager, Government Programs (STARS)

Sep 2026 – Present

- Supporting senior care outcomes within Medicare and retiree health plans.

UnitedHealthcare / Optum · Digital Product Manager

Jan 2024 – Sep 2026

- Product owner for the Provider Demographic Portal for Enterprise Digital Product.
- Worked with provider operations stakeholders, subject matter experts and senior leadership to define the business functionality needed to support provider demographics.
- Wrote features and stories with business partners, Optum Tech, user experience and portal leadership, documenting acceptance criteria for business, technical and user-experience requirements.

UnitedHealthcare · Digital Product Manager

Aug 2022 – Dec 2023

- Product manager and product owner for the Broker and Employer Portal in the UnitedHealth Group United Strategic Platform transformation.
- Worked with health plan stakeholders, subject matter experts and senior leadership to define the business functionality needed to migrate products onto the new platform, and supported roadmap prioritization.
- Wrote capabilities, features and stories in Rally with acceptance criteria, working with business partners, Optum Tech and portal leadership.

WellMed Medical Management · Senior IT Project Manager & Senior Scrum Master

Feb 2019 – Aug 2022

- Scrum Master for the DataRAP Attestation team (3 product owners and business analysts, 5 developers), coaching and facilitating stand-ups, grooming, planning and retrospectives as part of WellMed's agile transformation.
- Supported the move of the clinical education learning management system to Cornerstone OnDemand, integrated with PeopleSoft HR.
- Managed enterprise solutions with hybrid agile and waterfall practices across healthcare systems, infrastructure, SaaS and data integration for onboarding members, claims and medical providers.

USAA

May 2018 – Dec 2018

Business Product Manager (Contract, Peyton Resource Group)

- Product manager for the marketing transformation to cloud tools, supporting features for five Scrum teams on the Agile Release Train.
- Met weekly with business customers to prioritize features by Weighted Shortest Job First (WSJF), and defined acceptance criteria and feature readiness with product owners.

BIOBRIDGE GLOBAL

Jun 2017 – May 2018

Project Manager II, Project Management Office

- Managed strategic projects for BioBridge Global and its subsidiaries: operational software for GenCure tissue, cord blood and cellular therapy; the South Texas Blood & Tissue Center El Dorado Donor system upgrade; and new cellular therapy assays for QualTex Laboratories.
- Implemented a Salesforce customer requirements library integrated with quoting and contracts (Drawloop, DocuSign) for QualTex Laboratories.
- Coached project managers, developed project management training, and standardized project schedules and work breakdown structures for GenCure new product development.

RACKSPACE

Feb 2016 – Jun 2017

Senior Project Manager & Senior Business Analyst (Contract), Global Talent Development

- Helped HR senior leadership analyze learning, performance, external learning and billing system needs: interviewed more than 100 employees and training partners, documented use-case requirements, and recommended next steps.
- Cornerstone OnDemand system administrator for learning and performance, building custom reports and dashboards.

SIRVA WORLDWIDE RELOCATION & MOVING

Oct 2015 – Jan 2016

Senior Business Analyst (Contract)

- Wrote behavior-driven, specification-by-example user stories for a global relocation services web calculator, leading Scrum development and QA team meetings.

TMW SYSTEMS

Nov 2014 – Sep 2015

Business Analyst, Project Manager & Software Implementation Training Consultant

- Project manager, business analyst and client account manager for enterprise trucking software implementations: business process and requirements analysis, use cases, contract review, and budget and risk monitoring.

CUYAHOGA COMMUNITY COLLEGE (TRI-C)

Sep 2008 – Dec 2014

Manager, Process Management · Office of Human Resources, Organizational Development

Jun 2013 – Nov 2014

- Led the Cornerstone OnDemand performance, learning and succession management implementation for 4,000 potential users across five campuses: nine months of discovery and configuration, contract negotiation, budget oversight, testing, training and system administration.
- Oversaw day-to-day operations of Organizational Development, delivered a RACI workload analysis, and analyzed college-wide recruitment from position approval through new-employee orientation.

Manager, Online Support Services & Title III Activity Director · Office of eLearning and Innovation

Sep 2008 – Jun 2013

- Activity Director for a \$2 million U.S. Department of Education Title III grant, leading a college-wide steering committee and eight subcommittees (about 90 members) to deliver online orientation, online tutoring, the Virtual Front Door (300,000+ page views a month), eAdvising, online faculty training, course quality review and developmental math and English courses.
- Delivered the enterprise Blackboard upgrade, running daily Scrum stand-ups with system administrators, QA testers and training developers, and preparing about 800 faculty and 11,000+ students.

EARLIER EXPERIENCE

The University of Akron (Office Administration & Program Assistant) · Case Western Reserve University (Department Assistant II) · Callos (Systems Administrator & Helpdesk Support) · J.M. Smucker Company (Technical Training Intern, PeopleSoft ERP) · A.R. Moses Trucking (Account Manager)

TEACHING

Newstate University · Faculty (part-time)

May 2025 – Present

- Teaches product management and agile methodology, with a focus on AI.

Louisiana State University · Project Management SME & Continuing Education Instructor

Apr 2018 – Present

- Provides curriculum expertise for the online Business Project Management Certificate Program, based on PMI adaptive and predictive methods, and teaches Essentials of Project Management and Change Control / Cost Estimation (PMBOK 6th and 7th editions).

Cuyahoga Community College · Adjunct Instructor

Jan 2010 – Dec 2014

- Taught Introduction to Microcomputers and Business Communications face to face, blended and online.

The University of Akron · Lecturer

Aug 2006 – May 2008

CERTIFICATIONS

Project Management Professional (PMP), PMI, 2009

Certified ScrumMaster (CSM), Scrum Alliance, 2022

Certified Scrum Product Owner (CSPO), Scrum Alliance, 2025

PMI Agile Certified Practitioner (PMI-ACP), PMI, 2021

Disciplined Agile Senior Scrum Master (DASSM), PMI, 2022

Generative AI: Introduction and Applications, IBM, 2026

EDUCATION

Master of Science in Management, Management Information Systems, The University of Akron, 2001

Bachelor of Arts, Political Science and Government, Youngstown State University, 1991

LEADERSHIP & RECOGNITION

- Leadership development: Leadership Evolution training graduate, 2026; G.R.O.W. mentee program graduate, 2025; G.R.O.W. mentor, 2024; UnitedHealth Group Emerging Leaders Program graduate, 2022 cohort.
- NEO Project Management Institute chapter: Director of Volunteers, 2012–2016; Governance Board Director, 2015; Volunteer of the Quarter, 2013.
- Awards: Quality Matters Recognition (2014); NE Ohio Society for Technical Communication Award of Merit (2009–2010); University of Akron Outstanding Part-time Faculty Teaching Award and Outstanding Graduate Assistant Award.