

SAMANTHA M. LAFFERTY, PMP, LEAN 6Σ BLACK BELT

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Global Program Leader

Strategic leader with over 16 years of proven track record of driving operational excellence and guiding multi-million dollar programs across matrix environments. Proven ability to implement enterprise-wide strategies that increase performance, cut costs, and foster innovation. Skilled at developing and mentoring high-performing teams with a focus on results-driven leadership and collaboration.

Professional Experience

THE ADECCO GROUP (LEE HECHT HARRISON) | Global IT Program Manager

June 2022 to Present (Remote/Global)

Lead a team of agile project managers and scrum masters to enable IT and business workstreams to build the Career Mobility and Career Transition (CT&M) products, supporting functions, and our platform utilizing the Scrum Framework in an internationally dispersed team. Balance Scrum Methodology within the Adecco governance model to produce quality CT&M products.

- Launched Career Canvas, an AI-powered career transition tool, achieving a **43% increase** in engagement completion rates, culminating in a 75.78% global completion rate. This initiative helped thousands of individuals across 60 countries navigate career changes more efficiently.
- Bringing to life the reimaged Career Transition experience and further innovations with a EUR 5.2M budget.
- Leading the FUTUREFIT program to drive business-led process reform through automation and enhanced reporting, improving decision-making and data reliability. Aimed at streamlining IT architecture, improving user experience, and positioning LHH as a market leader by 2026, while reducing costs and boosting team collaboration.

STATE OF TENNESSEE | IT Project Manager, Sr.

May 2020 to June 2022 (Nashville, TN, USA)

Led large-scale change initiatives, managing programs to streamline labor processes, enhance public service access, and save taxpayer costs.

- Collaborated with HR leadership to implement organizational change initiatives, streamlining onboarding processes for **5,000+** hires annually.
- Led organizational change management initiatives that streamlined operations for 5,000+ hires annually, delivering **90% improvement** in public service efficiency.
- Led the implementation of the SmartSimple sub-recipient grant management system, improving grant tracking and reporting for multiple programs, and streamlining workflows for sub-recipients.

SMILEDIRECTCLUB | IT PMO Director

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January 2018 to May 2020 (Nashville, TN, USA)

Established IT PMO, driving cross-departmental collaboration and reducing duplicative efforts, resulting in \$2.2M in cost savings and enhanced operational efficiency.

- Generated visibility to **100+ workstreams, projects, and programs** through establishment of portfolio and PMO.
- Increased **production capabilities by 33%** through Streamics workflow automation implementation.
- Implemented Clarity (a PPM tool), which provided team with direct **ROI of \$2.2MM**.

VANDERBILT UNIVERSITY HEALTH IT | IT Project Manager

December 2016 to December 2017 (Nashville, TN, USA)

Led TDR testing activities across 800+ clinics, ensuring zero interruptions in patient care.

- **Sourced, hired, onboarded, trained and mentored a talented team of 60+** technicians, project managers, project coordinators, and analysts to coordinate, launch, and test end user devices.
- **Expertly navigated all programmatic expenditures** to ensure appropriate material and resource allocations remained within the \$3.2MM budget.

CIGNA, AUTOMATED HEALTH SYSTEMS, SMK TECHNOLOGIES | Project Manager

2008 to 2016 (Nashville, TN, USA; Tallahassee, FL, USA)

Core Competencies

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| • Strategic & Agile Transformation | • Global Strategy Development |
| • Infrastructure Planning | • Process Optimization & Integration |
| • Talent Development | • KPI Management & Executive Reporting |
| • Stakeholder Engagement | • Change Management |
| • Strategic Resource Planning | • Financial Management & Cost Optimization |

Education & Credentials

BACHELOR OF SCIENCE DEGREE IN SOCIAL SCIENCES – Florida State University, Tallahassee, FL (2010)

Professional Certifications: PSPO (2022) | CSM (2021) | Lean 6σ Black Belt (2020) | PMP (2020)