

MARVIN J. STIGTER

Leadership Biography

Engineering & AI Leadership | Digital Transformation | Quality Engineering | Agile Innovation

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As a strategic business partner focused on operations efficiency, responsive delivery, and development of top-performing teams, Marvin Stigter has implemented high standards for solutions delivery and IT strategy corresponding to business needs. An IT executive capable of bridging the gap between business stakeholders and technical teams, he builds strategies enabling companies to experience a competitive edge through accelerated delivery and cost-conscious solutions. Marvin's career spans substantial business operations and technology improvements across 11 industry verticals globally. Career pattern: brought in to transform what others couldn't, then build the systems and teams that sustain results.

CURRENT ROLE

Senior Director, Global Engineering & Technology — iLAB

As the senior technology executive and head of engineering at iLAB, Marvin leads a global engineering organization of 150+ engineers across the United States, Brazil, South Africa, and Australia. Reporting to both the CEO and VP of Operations, he is responsible for AI architecture, cloud modernization, and digital transformation across 11 industry verticals.

Marvin inherited a fragmented organization with 70% voluntary turnover and reversed it to 0% voluntary turnover for four consecutive years. He architected a multi-tenant GenAI platform on AWS using Claude, ChatGPT, and Gemini with a custom RAG engine and NLP-driven query processing, and directed modernization of 80+ legacy applications and 180+ databases to Azure Government and commercial cloud, replacing, consolidating, and upgrading application and database infrastructure rather than simple lift-and-shift. He delivered a multilingual GenAI assistant in Azure Government Cloud (FedRAMP-compliant) for a state government client.

He designed and executed an AI-first operating model that extended beyond engineering into HR, recruiting, finance, accounting, sales, and marketing, proving that transformation succeeds when leaders demonstrate results before mandating adoption. His proprietary six-phase methodology starts with personal application, selects deliberate pilots, proves value before expanding, and formalizes governance only after demonstrated success. Under his leadership, iLAB established a full engineering operating model, SDLC standards, AI governance frameworks, and responsible AI guardrails for regulated industries. He reviews and approves all technology products and systems architecture, manages vendor partnerships with Tricentis, Opentext, AWS, and Microsoft, and restructured client vendor contracts and SOWs to enforce measurable deliverables, quality gates, and SLA-based accountability.

PREVIOUS EXPERIENCE

Engagement Manager, Life Sciences — Tata Consultancy Services (TCS)

At TCS, Marvin delivered automation and process improvement solutions for regulated life sciences clients, increasing engagement revenue by \$400K. He eliminated all Severity 1 and Severity 2 production defects within the first engagement cycle, introduced Robotic Process Automation (RPA) to streamline compliance-critical workflows, and unified QA and DevOps practices into a structured continuous delivery model. He served as the executive representative resolving cross-organizational bottlenecks in high-stakes delivery forums.

Director (M2), Platform Services & DevOps — Eli Lilly and Company

Promoted to Director within three months of hire based on immediate demonstrated impact, Marvin accelerated software release frequency from biennial to bi-weekly (~13× improvement) and reduced deployment cycle time from 30 days to under 5 hours (~144× improvement) through a full DevSecOps transformation. He owned production SLAs across platform services, maintaining 99.999% uptime for mission-critical pharma systems, and managed helpdesk and production support teams post-release. He retired a 30-year legacy clinical data system where four previous attempts had failed, migrating clinical data to an AWS Data Warehouse and Data Lake with formal Master Data Management work as part of the modernization, generating \$15M+ in annual savings. He reduced production defects 78% through Shift-Left quality engineering, ServiceNow, and AI/ML-driven proactive monitoring, and cut research study onboarding time 89%, from the industry's longest to below industry average.

Marvin established an enterprise Engineering Center of Excellence completing 60+ projects, reduced contractor count from 140 to 90 while increasing work volume tenfold, and led a team of 7 direct reports including 5 Associate Directors. He promoted eight team members and turned around a long-standing performance issue with an employee who had been passed across teams for eight years, resulting in that individual's promotion. His efforts were recognized with two annual CIO Awards (2018, 2020) for dedication to the business, customers, and patients. Total documented financial impact: \$25M+.

Practice Director, Global Integration — Kronos Incorporated (now UKG)

Progression: Practice Manager, US (2012) → Practice Director, US (2013) → Practice Director, Global (2013–2015)

Brought in after three internal leaders had failed, Marvin transformed the integration function from a post-sale delivery team into a revenue-generating engineering capability, building custom integration solutions and middleware that enabled deals that couldn't otherwise close, rescued \$400M in stalled Fortune 500 deployments, and created upsell opportunities through solutions the market couldn't provide. With \$20M in P&L authority, he cut a 9-month backlog to 2 weeks, increased team member satisfaction from 28% to 97%, rising from the lowest scores to #1 company-wide, and grew the team from 13 to 90+ across US, Mexico, Brazil, Australia, UK, Spain, and China.

As a member of the Kronos Technology Center leadership team, Marvin taught integration engineering during bootcamp, personally mentored each engineer, and held final certification authority before field deployment to Fortune 500 client accounts including Amazon, Marriott, Home Depot, Starbucks, Louis Vuitton, Nestlé, Johnson & Johnson, Honeywell, 3M, Goodyear, Bank of NY Mellon, and TSA. He developed individual contributors into managers and managers into managers of managers. Marvin received three Director of the Year Awards, Diamond Club recognition (Top 2 Directors Globally), and the Best Session Award at KronosWorks 2014, selected by attendee vote across the full conference program.

System Consulting Director & Director, Quality Engineering — Xerox / ACS (now Conduent)

With 7 direct reports and P&L oversight of programs spanning 70 countries, Marvin rescued multimillion-dollar troubled engagements by aligning disconnected workstreams through unified standards, skill leveling, and cross-group coordination. He turned dissatisfied clients into reference customers, reduced development and acceptance cycle time by 75%, restructured vendor contracts attaining 20% average savings, and built a repeatable deal pursuit process credited with a higher win rate and reduced risk across \$10B in engagement pursuits.

Marvin led the QE strategy for the pursuit that won the \$1.6 billion California Medi-Cal MMIS contract, the largest MMIS in the United States at time of award, covering 7.5 million beneficiaries and processing 800,000+ claims per day. He also led UAT for Motorola's global SAP ECC6 upgrade across 70 countries and 400

people, enabling the corporate split into Motorola Solutions and Motorola Mobility (January 4, 2011). He achieved CMMI Level 3 maturity across the global organization, managed the ACS Tools Council creating PMM, SDM, and ITSM standards saving \$2M, and led quality engineering and systems consulting for California Highway Patrol's 911 PSAP and CAD systems, maintaining 99.999% uptime SLAs for mission-critical public safety infrastructure.

EDUCATION & CREDENTIALS

- MS, Data Analytics — Butler University (2023)
- Postgraduate Certificate, Implementing Machine Learning in Business — MIT Sloan (2020)
- MBA, Management — Purdue University, Krannert School of Management
- BS, MIS & Finance, Magna Cum Laude — American International College
- Propedeuse, Business Economics & Administration (Honors) — Hogeschool Utrecht, Netherlands
- Certifications: ITIL Foundations • Six Sigma Green Belt • Agile ScrumMaster

SPEAKING & RECOGNITION

Marvin has delivered keynotes and presentations including “The Missing Link in Digital Transformation” at the CIO Insight Summit (2019), “Digital Transformation Lessons From Eli Lilly” at DevOps/Jenkins World (2019), spoke at Plutora Connect on DevOps transformation, and presented multiple sessions across multiple years at KronosWorks, where he received the Best Session Award in 2014, selected by attendee vote. He served as a guest lecturer for undergraduate MIS students at Butler University's Lacy School of Business (2013–2014). He received two CIO Awards at Eli Lilly (2018, 2020), three Director of the Year Awards, and Diamond Club (Top 2 Directors Globally) at Kronos. He is fluent in English and Dutch (native), with advanced abilities in German.