

MARVIN J. STIGTER

Engineering & AI Leadership | Digital Transformation | Turnarounds & Scaling Teams | Cloud Modernization

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EXECUTIVE SUMMARY

Strategic technology executive driving engineering transformation, AI-first operating models, and operational excellence across 11 industry verticals and 6 continents. Proven ability to bridge business stakeholders and technical teams, building cross-functional strategies that create competitive advantage through accelerated delivery, talent development, and data-driven decision-making. Career pattern: brought in to transform what others couldn't, then build the systems and teams that sustain results. Recognized with 2× CIO Awards and 3× Director of the Year.

KEY ACHIEVEMENTS

RELEASE ACCELERATION: Accelerated releases from biennial to bi-weekly (~13×) and cut deployment cycle time from 30 days to under 5 hours (~144×) through DevSecOps transformation, automation, and quality enforcement at Eli Lilly.

TURNAROUND & REVENUE: Rescued \$400M in stalled Fortune 500 deployments at Kronos after 3 internal leaders had failed. Grew P&L from \$2.1M to \$20M (1,002%). Cut 9-month backlog to 2 weeks.

AI PLATFORM: Architected multi-tenant GenAI platform on AWS with agentic workflows across 7 domains. Delivered FedRAMP-compliant GenAI assistant on Azure Government Cloud for state government client.

TALENT & CULTURE: Reversed 70% voluntary turnover to 0% for 4 consecutive years. Developed internal leadership pipelines while strategically recruiting external talent to bring fresh perspectives and accelerate transformation.

CORE COMPETENCIES

AI-First Transformation & GenAI Strategy • Product Strategy & Build vs. Buy • Cross-functional Leadership • Change Management • DevSecOps • CI/CD • Security & Compliance • Technical Strategy & Roadmaps • Systems Architecture • P&L Ownership (\$6.5M-\$30M) • Cloud Modernization (AWS / Azure Gov) • Talent Development & Succession Planning • Stakeholder Management • Executive Communication • Quality Engineering (Shift-Left / Shift-Right) • Operational Excellence • Lean / Six Sigma / Kaizen • ITIL • CMMI • Global Team Leadership (70+ Countries) • Delivery Assurance • SDLC Governance • Vendor & SOW Governance • Resource & Capacity Planning • Infrastructure & Disaster Recovery • Digital Transformation • Agile & DevOps Transition • Centers of Excellence

PROFESSIONAL EXPERIENCE

Senior Director, Global Engineering & Technology

iLAB

June 2021 – Present

Functional engineering authority over 150+ global engineers | US, Brazil, South Africa, Australia

Senior technology executive and head of engineering setting technical strategy and serving as executive trusted advisor for clients across 11 industry verticals. Present at executive steering committees. Lead cross-functional AI architecture, cloud modernization, and digital transformation. Inherited a fragmented organization with 70% voluntary turnover and reversed to 0% for 4 consecutive years. Restructured client vendor contracts and SOWs to enforce measurable deliverables, quality gates, and SLA-based accountability.

- **AI PLATFORM & PRODUCT STRATEGY:** Architected a multi-tenant GenAI platform on AWS using Claude, ChatGPT, and Gemini with custom RAG engine and NLP-driven query processing. Created the platform architecture, identified and selected services, built internal utilities, and led build vs. buy evaluations for cybersecurity and tooling vendors. Designed agentic AI workflows across 7 functional domains achieving ~25% efficiency gains. Authored the organization's Responsible AI Policy and Playbook aligned with ISO/IEC 42001 and EU AI Act principles, with audit readiness for GDPR, LGPD (Brazil), POPIA (South Africa), and Australian Privacy Act.
- **CLOUD MODERNIZATION:** Directed modernization of 80+ legacy applications and 180+ databases to Azure Government and commercial cloud. Replaced, consolidated, and upgraded infrastructure rather than lift-and-shift.
- **AI-FIRST OPERATING MODEL:** Designed and executed company-wide AI-first operating model extending beyond engineering into HR, recruiting, finance, accounting, sales, and marketing. Delivered multilingual GenAI assistant in Azure Government Cloud (FedRAMP-compliant) for state government client.
- **HEALTHCARE & HUMAN SERVICES:** Created the requirements methodology and governed its execution for Florida's Agency for Persons with Disabilities (APD), the primary data management platform serving ~36,000 Floridians with developmental disabilities. Conducted industry research, evaluated software solutions at conferences, led build vs. buy analysis, reviewed and approved all deliverables, and supported the presentation to the Florida Senate.
- **TECHNOLOGY GOVERNANCE & RESOURCING:** Reviewed and approved all technology products, systems architecture, and engineering practices across the organization. Managed resource allocation and staffing across engagements. Built engineering standards, career paths, role profiles, and operating model from scratch. Created Power BI dashboards integrating into delivery tools to surface live project data.

Engagement Manager, Life Sciences

Tata Consultancy Services (TCS)

December 2020 – June 2021

Global IT Services & Consulting | Pharmaceutical / Life Sciences | \$15.6M MTS Budget

- **DELIVERY TRANSFORMATION:** Delivered quality engineering, automation, and process improvement solutions for regulated life sciences clients. Eliminated all Severity 1 and Severity 2 production defects within the first engagement cycle. Increased engagement revenue \$400K. Created Global Transformation Offices driving 65% efficiency improvement.
- **ENGINEERING PRACTICES:** Unified QA and DevOps practices into a structured continuous delivery and continuous improvement model. Introduced Robotic Process Automation (RPA) to streamline compliance-critical workflows. Served as executive representative resolving cross-organizational bottlenecks in high-stakes delivery forums.

Director (M2), Platform Services & DevOps

Eli Lilly and Company

December 2015 – November 2020

7 direct reports (5 Associate Directors) | Contractor staff reduced from 140 to 90 (US, India) | \$6.5M budget | GxP-regulated | 2x CIO Award (2018, 2020)

Promoted from Associate Director (P4) to Director (M2) within 3 months of hire based on immediate demonstrated impact. Led cross-functional change management across global teams with Agile and DevOps training, FTE investment over contractors, and expedited delivery. Led Services and DevOps transformation for applications, data warehouses, data lakes, and Medicine Development IT. Managed helpdesk and production support teams post-release. Maintained 99.999% uptime SLAs across production systems.

- **DELIVERY ACCELERATION:** Accelerated software release frequency from biennial to bi-weekly (~13x improvement). Reduced deployment cycle time from 30 days to under 5 hours (~144x improvement) through DevSecOps transformation, automation, best practices, and quality enforcement. Cut research study onboarding time 89%, from the industry's longest to below industry average.
- **PRODUCTION QUALITY & SUPPORT:** Reduced production defects 78% through Shift-Left quality engineering, ServiceNow, and AI/ML-driven proactive monitoring and process automation, increasing throughput while reducing contractor dependency. Managed post-production helpdesk and support operations ensuring SLA compliance and rapid issue resolution.
- **CLINICAL DATA PLATFORM:** Participated in the design, implementation, and scope redirection of the clinical data platform that replaced a 30-year legacy system where 4 previous attempts had failed. Migrated clinical data to AWS Data Warehouse and Data Lake, generating \$15M+ in annual savings. Formal Master Data Management work as part of the modernization effort.
- **ENGINEERING CENTER OF EXCELLENCE:** Saved ~97% project time establishing enterprise automation, tooling, and repeatable delivery processes in new CoE; completed 60+ projects with tools adopted by DevOps teams company-wide.
- **COST OPTIMIZATION:** Achieved additional ~\$10M in annual savings through AI/ML-driven process automation, environment consolidation, and managed services scope reduction. \$25M+ total documented financial impact across all initiatives.
- **TALENT DEVELOPMENT:** Coached and mentored 90 direct team members and 200 global staff in Agile, DevOps, and continuous improvement. Turned around an employee who had been passed across teams for 8 years, resulting in that individual's promotion.

Practice Director, Global Integration

Kronos Incorporated (now UKG)

January 2012 – November 2015

Progression: Practice Manager, US (2012) → Practice Director, US (2013) → Practice Director, Global (2013–2015) | \$20M P&L | Team: 13 → 90+ | 3x Director of the Year | Diamond Club (Top 2 Directors Globally)

Brought in after 3 internal leaders had failed to fix the integration function. Sales and implementation teams actively avoided using integration because of long wait times, high costs, and slow delivery. Teams routinely went around integration by hiring contractors or doing it themselves, creating rogue projects that produced broken implementations my team then had to repair at no charge. Transformed this into a revenue-generating engineering capability that enabled deals that couldn't otherwise close, rescued \$400M in stalled Fortune 500 deployments, and created upsell opportunities. Delivered Kronos integration solutions across retail, hospitality, pharmaceutical, manufacturing, energy, financial services, and government for clients including Amazon, Home Depot, Kohl's, Primark, Louis Vuitton, Starbucks, Marriott, Hyatt, Nestlé, Johnson & Johnson, Amgen, Honeywell, 3M, Goodyear, Phillips 66, Bank of NY Mellon, and TSA.

- **REVENUE & DELIVERY:** Cut a 9-month backlog to 2 weeks via Lean and Kaizen redesign. Grew revenue from \$2.1M to \$20M (1,002% growth). Created 100% new international revenue where none previously existed.
- **ENGINEERING CULTURE:** Transformed the integration team from the least popular necessity group into the team every technical employee wanted to join. Increased satisfaction from 28% to 97%, rising from lowest scores to #1 company-wide. Shifted the culture from individuals hoarding work to collaborative team delivery.
- **LEADERSHIP & RESOURCING:** Served on the Kronos Technology Center leadership team. Taught integration engineering during bootcamp, personally mentored each engineer, and held final certification authority before field deployment to Fortune 500 accounts. Grew ICs into managers and managers into managers-of-managers. Managed resource allocation and project staffing across global engagements.
- **PLATFORM, PRODUCT & PARTNERSHIPS:** Led on-premise to cloud migration for Kronos deployments. Served as integration SME on the product team designing next-generation Kronos Workforce products, selecting Dell Boomi as the enterprise iPaaS standard. Created reusable integration library that replaced individual hoarding with shared team assets, saving 30% effort and eliminating rogue projects. Established vendor partnerships to supplement and scale the team. Ensured quality consistency across all client deliverables.

System Consulting Director & Director, Quality Engineering

Xerox / ACS (now Conduent)

October 2006 – December 2011

7 direct reports (4 managers) | UAT leadership of 400 across 70 countries (Motorola) | \$30M budget | \$10B in engagement pursuits

Hired as "Testing Czar." Diagnosed complete absence of formal, repeatable SDLC process, built the business case, and secured SVP funding for new Quality Engineering, Configuration Management, and Requirements functions. Recruited for turnaround: saved major programs, transformed software delivery to best-in-class maturity, and led client assessments to evaluate and optimize people, process, technology, and data at a global BPO and IT service provider. Managed resource allocation from a centralized pool to staff implementation teams across engagements.

- **CUSTOMER TURNAROUNDS:** Rescued multimillion-dollar troubled engagements by aligning disconnected workstreams, applying quality engineering principles, unified standards, and cross-group coordination. Turned dissatisfied clients into reference customers.
- **LANDMARK PURSUITS:** Led QE strategy for the pursuit that won the \$1.6B California Medi-Cal MMIS contract, the largest MMIS in the US at time of award (7.5M beneficiaries, 800K+ claims/day). 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).
- **MISSION-CRITICAL INFRASTRUCTURE:** Led quality engineering and systems consulting for California Highway Patrol's 911 PSAP and CAD systems, maintaining 99.999% uptime SLAs. Managed mobile computing integration with patrol vehicles, statewide emergency infrastructure, call center setup, and disaster recovery validation.
- **SAP/PEOPLESOFT GLOBAL ERP CENTER OF EXCELLENCE:** Built the SAP and PeopleSoft practice from scratch as the global ERP Center of Excellence, creating a repeatable delivery framework that reduced dependence on high-cost contractors and enabled consistent outcomes across engagements.
- **INFRASTRUCTURE & OPERATIONS:** Assessed client organizations to identify requirements for BPO transitions. Led data center build-out planning, hardware sizing, disaster recovery testing, and development environment provisioning across global engagements.
- **DELIVERY ACCELERATION:** Reduced development-to-release cycle time 75% through Shift-Left quality engineering and automation. Achieved CMMI Level 3 maturity across the global organization.
- **VENDOR & CONTRACT GOVERNANCE:** Restructured vendor contracts and SOWs to enforce measurable deliverables and quality accountability, saving 20% on average across hardware, software, and services. Managed the ACS Tools Council creating PMM, SDM, and ITSM standards saving \$2M.

EDUCATION & CERTIFICATIONS

- 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

Certifications: ITIL Foundations • Six Sigma Green Belt • Agile ScrumMaster

Languages: English (native) • Dutch (native) • German (advanced)

AWARDS & SPEAKING

Awards: 2× Eli Lilly CIO Award (2018, 2020) • 3× Kronos Director of the Year • Diamond Club (Top 2 Directors Globally) • Legend Maker (Top 10 Globally)

- Keynote: "The Missing Link in Digital Transformation" at CIO Insight Summit (2019) and DevOps / Jenkins World (2019)
- KronosWorks (multiple sessions across multiple years) | Best Session Award 2014, selected by attendee vote across full conference program
- Guest Lecturer, Butler University, Lacy School of Business (Undergraduate MIS, 2013–2014)