

Bradley Long

Technical Project Manager
Business Systems Analyst

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Transforming business needs into technological realities

Result-oriented Project Manager and Business Analyst with over 15 years of experience driving digital transformation in the healthcare and educational software industry. Expert in translating complex business needs into technical solutions, managing cross-functional teams, and executing large-scale system integrations. Proven track record of reducing operational costs through automation and safeguarding revenue through rigorous quality assurance. Adept at Agile/Scrum methodologies and vendor management.

Core Competencies

- **Artificial Intelligence AI:** Agentic Process Development, Data Analysis, Task Automation, Generative Media, Infographics, Workflow Design/Automation, AI Agents, Large Language Models, Prompt Engineering, Data-Driven Decision Making.
- **Agile & Enterprise Workflows:** JIRA, Smartsheet, ClickUp, Rally, Confluence, ServiceNow, MS Project/Visio, Active Directory, Individual Development Environments.
- **Program & Project Methodologies:** Agile/Scrum Process, Project Planning, Roadmap Planning, Change Management, Resource/Budget Management, Standard Operating Procedures, Vendor Utilization
- **Analysis:** SQL Server, API Utilization, SFTP Interface Design, Data Mapping, System Analysis, Operational Process.
- **Healthcare:** Electronic Health/Medical Record (EHR/EMR) Systems, Allscripts, TouchWorks, GE/IDX, Care Management Systems, Cognizant Facets, Salesforce Health Cloud.

Experience

OPTUM

Technical Project Manager/Scrum Master | July 2024 – Present

Lead three Agile development teams across multiple projects.

- **Cross-functional Teams:** Lead and organized project deliverables for software implementation in the healthcare industry.
- **Project Tracking:** Built detailed project plan including meeting cadence, gantt charts, resource allocation, budget management, dependency tracking, and communication plan.
- **Stakeholder Management:** Negotiated competing priorities with business leadership to meet organizational goals by providing detailed analysis, scope projections, and resource/budgetary constraints.
- **Intake & Delivery:** Cross-functional collaboration of technical and process related implementations for multiple segments within the healthcare organization along with external deliverables.
- **Team Development:** Led cross-functional team collaboration, mentoring, process adoption, and built interpersonal relationships to facilitate team growth.
- **Risk Mitigation:** Planned strategic approach to solve internal and external issues prior to occurrence.
- **Project Involvement:** Healthcare Claims automation and data processing; organization rebranding; software systems migration; workflow enhancements.
- **Enterprise Resource Planning (ERP):** Utilization of centralized proprietary systems for managing multiple business processes.

OPTUM

Business Systems Analyst | Oct 2017 – July 2024

Served as the bridge between leadership, business stakeholders, and technical teams, leading projects that improved workflow efficiency for clinical staff.

- **Process Automation & Cost Savings:** Identified major inefficiencies in manual mailing workflows for a 30-person team. Designed and implemented an automated print vendor solution that saved approximately 8–10 manual hours per teammate per week, resulting in an estimated **14,000+ man-hours saved annually** (approx. **\$300k in labor savings**).
- **System Migration Leadership:** Coordinated a cross-functional team of 30 through a complex application and data migration, mapping data crosswalks between legacy EHR software and new enterprise systems to ensure data integrity.
- **Vendor & Scope Management:** Managed vendor relationships, including drafting Statements of Work (SOWs) and handling enhancement requests to align external deliverables with internal business goals.
- **Technical Implementation:** Designed SFTP interfaces with specific threshold limitations and scheduling to secure data transfers between payer and provider systems.
- **Workflow Analysis:** Performed deep-dive operational analysis of Electronic Health Record (EHR) systems to translate clinical business needs into technical requirements for development teams.
- **Process Optimization:** Analyzed legacy systems and workflows to identify bottlenecks and opportunities for improvement saving both time and money.

ADTALEM GLOBAL EDUCATION

Quality Testing Specialist | *May 2015 – Oct 2017*

- **Risk Mitigation:** Safeguarded revenue streams by identifying critical bugs in Payment Operations, specifically correcting errors in subscription statuses and timelines before public release.
- **Product Quality:** Led testing for video integration within educational eBooks, resolving functional defects that ensured a seamless user experience for professors and students.
- **Agile Execution:** Implemented SCRUM and Agile methodologies for development cycles, utilizing JIRA and Zephyr to track application defects and project status.
- **Test Strategy:** Created comprehensive test plans and scripts for user testing across database, device, and cloud-based platforms.

ADTALEM GLOBAL EDUCATION

System Administrator | *Aug 2010 – May 2015*

- **Knowledge Management:** Developed and refined process documentation and knowledge base articles, significantly reducing training time for new hires and streamlining issue resolution.
- **Customer Relation Management (CRM):** Engaged with customers to meet expectations around product quality and brand loyalty with both written and verbal communication.
- **Infrastructure Support:** Managed Active Directory user accounts, enterprise software, file server configurations, and database settings for internal staff.
- **Operational Efficiency:** Distributed hardware and created user guides for internal software tools, improving task efficiency for the course production team.
- **Interpersonal Relationships:** Collaborated with colleagues, leadership, professors, and lead technologists within the organization to understand individual needs and solve previously unidentified issues that led to long-term professional relationships and lifelong friendships.

EDUCATION

Kansas University | Lawrence, KS **School of Business and Psychology**

DeVry University | Sherman Oaks, CA **Bachelor of Science - Computer System Integration Honors: Cum Laude**