

# WILLIAM BERGSTROM

## Civic Tech Senior Program/Portfolio Manager

bill.bergstrom@mtnstream.com | (970) 215-6567 | www.linkedin.com/in/bbergstrom | Fort Collins, CO

Delivery-minded ♦ Cross-functional Program/Portfolio Leadership ♦ PMP, CSM, CSPO ♦ MBA

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### COMMITTED TO CIVIC TECH

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I have been proudly leading delivery and ops teams in civic tech since 2018, including at two Digital Services Coalition (DSC) companies, and I'd love to talk more about how I would use those experiences, plus a raft of corporate consulting expertise, to contribute to your mission.

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### MY PERSONAL WORK PHILOSOPHY

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Life is too short to not make a big difference day-to-day, or work with people you don't trust and respect. So, I will always work hard to create great work, bring great people together, develop great working environments, build great partnerships, and foster a mutual kindness across the board.

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### SOME WAYS I CAN HELP:

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- I've been **successfully managing and leading cross-practice teams** of committed researchers, designers, product managers, developers and DevOps gurus for many years, and working with all my energy to **encourage government agencies** to learn and embrace how and why we do progressive, human-centered product development using all these practices.
- For more than 7 years I've applied the lessons from "The 5 Dysfunctions of a Team," almost religiously, and have a great track record of **building highly functional, trust-laden teams of practitioners** who are committed to clients and their objectives.
- Years of project management has made the definition of work, the monitoring/controlling of that work second nature for me, and my experiences working with government agencies and serving in the U.S. Navy have given me added **insight into the complexities of our government sponsor organizations**.
- As an ex-developer, I understand the Herculean task that development and operations teams face these days, and especially with the **large-scale, high-availability, high-criticality apps and environments** that our clients provide to the public.
- My track record for **hiring and developing talent and building diverse teams** is quite high and I pride myself on being an excellent judge of character and of team dynamics.
- **I'm simply not happy with bureaucracy** and inefficiencies as they exist today, and I strive to bring new ways of thinking and working to every government agency I partner with, and treat this advisory role as product number one. Sometimes this is less successful than others, but is always worth the emphasis.

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### THANK YOU FOR YOUR CONSIDERATION!

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### AT A GLANCE

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- 18+ years of software project/program mgmt.
- 9 years of professional services consulting
- 11+ years of successful remote work
- Certified PMP, CSM, CSPO, ITIL
- 8+ years of enterprise software development
- Leadership of progressive practice-based teams
- Program and Portfolio Management
- Management of global infrastructure operations
- Expert with JIRA, Project, Visio, Office, GDocs
- DB: SQL Server, Oracle, MySQL, VBA...others

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### PROFESSIONAL EXPERIENCE

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#### Senior Program Manager (Remote)

*Ad Hoc, LLC*

Washington, D.C.

2022–Present

Serve as the Senior Program Manager for Ad Hoc at HHS Centers for Medicare & Medicaid Services (CMS), leading a Medicare.gov team of 30 on Medicare Coverage Tools and enrollments, including the Medicare Plan Finder; as well as a 10 person team on Medicaid's DataConnect program; and I'm also currently a mentor for Healthcare.gov's program team of 87 ICs.

#### Senior Program Manager/ Client Engagement (Remote)

*TrussWorks, Inc.*

San Francisco, CA

2019–2022

Served as the Client Engagement Lead (Program Manager) for 7 of TrussWorks' 8 active projects, overseeing and supporting project practitioners, and strategizing with sponsors on a portfolio of programs with the DoD, HHS Centers for Medicare & Medicaid Services (CMS), Lawrence Berkeley National Lab (LBNL), the Dept. of Labor (DoL) and Dell, totaling a workforce of 50 practitioners.

#### Senior Technical Project Manager (Remote)

*Managed Business Solutions (MBS), LLC*

Seattle, WA

2018–2019

Managed a short-term program for the analysis/recommendations on a portfolio of 3 critical federal systems in the Wildland Fire space for the Forest Service (USDA), BLM, Dept of the Interior (DoI), and the Bureau of Indian Affairs (BIA), as well as other state and local agencies that conduct wildland fire activities. These systems included the National Interagency Fire Center (NIFC) warehouse inventory system, their primary dispatch system, and the core incident command software for managing wildland fire incidents on site.

#### Senior Project Manager (CSM, PM and Agile Trainer) (Remote)

*Cirrus10, LLP*

Seattle, WA

2014–2018

Scrum Master and Project Manager for 5+ (on average) Fortune 500 software implementation teams at a time, which included contract negotiation, client relations, team development, work breakdown, budgeting, product delivery and operations. Trained our clients' teams on how agile/scrum can work specifically in their organizations with their own teams. Ultimately, I served over 40 clients.

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**Global E-Comm Project Manager (SDLC/Project Mgmt.) (Remote)** Santa Clara, CA  
*Agilent Technologies* 2013–2014

Was independently contracted to manage elements of an e-commerce product refresh for the Life Sciences and Chemical Analysis division at Agilent Technologies, including implementation of an Oracle ATG store, Endeca search engine and general organizational needs of the PMO as the project evolved.

**Global eCommerce Release and Support Manager (SDLC/Projects)** Santa Clara, CA  
*Agilent Technologies (Loveland Colorado Site)* 2010–2013

Directed development, release and support projects within the Life Sciences and Chemical Analysis units, which made up 1/2 of Agilent's web presence - over \$120M annually Acted as liaison between IT and E-commerce team, and was the primary point of contact for escalations; Monitored site and infrastructure performance and reported to executives; Managed offshore vendor organizations.

(Note: was also a System Developer for Agilent Technologies between 2000-2004)

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## EDUCATION

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**Master of Business Administration;** Colorado State University

**Bachelor of Computer Information Systems;** Boise State University

**Project Management and Leadership Curriculum;** U.S. Navy and PMI.org