**Kathy Harbatuk**

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**IT Project Manager /Business Systems Analyst**

High-performer and focused in delivering enterprise strategic projects with 10 years of experience in streamlining project requirements to drive strategic view in financial services and insurance. Success is based on applied IT knowledge and obtaining an in-depth understanding of technical components and dependencies.

**Core Competencies**

Effective communication, collaboration, time and people management skills with cross-functional teams and stakeholders; detail oriented, genuinely curious into learning new skills and technologies, self-managed; willingness to lead, hands-on to assist w team deliverables.

Technologies managed: AWS EMR/EC2 instances, AWS DPL and AWS GLUE ETL, Power Center Informatica, Secure File Gateway, Apache Pig/Hive (ddl/dml) (RDS SQL), IAM roles for assume and trust policies, AWS RDS, and S3 bucket policies, life cycle and versioning, cross-account access; JIRA, and Agile methodology.

**Experience**

**Project Manager - Data Strategy & Governance 2024 - Current**

**The Hanover Insurance Group** (contractor)

**440 Lincoln Street Worcester, MA 01653-0002 (Remote)**

• Partnered with Product Owner to drive Data Governance initiatives, ensuring timely milestone delivery  
• Coordinated Data Governance work streams and facilitated meetings with key stakeholders  
• Led Microsoft Purview Data Governance project, aligning core team and vendors towards project guiding principles.

**Business Systems Analyst - MIS Data Engineering and Platforms 2024 - Current**

**The Hanover Insurance Group** (contractor)

**440 Lincoln Street Worcester, MA 01653-0002 (Remote)**

• Researched and segmented tables for Enterprise Data Warehouse documentation project, laying the foundation for future data mart deployment.  
• Defined table definitions for ERwin and Microsoft Purview Data Governance data catalog, enhancing data governance processes.  
• Collaborated with cross-functional teams to ensure accurate and efficient data management practices.

**2019 – 2024**

**Sr. Consultant – Platform Product Owner | IT Project Manager & Team Lead**

**Lincoln Financial, 2005 Market Street, Philadelphia, PA 19103 (Remote)**

* **IT Project Development Manager:** Coordinated data lake integration projects w cross-functional teams and stakeholders in gathering requirements for domain scope and transition into technical requirements/stories as EPICs; led daily stand-up; sprint review w stakeholders; involved in product, sprint & project planning following agile, waterfall and hybrid methodologies; created test cases, coordinated UAT, assisted with test planning and testing; created architecture diagrams in Visio/Lucid as visual aid and project documentation; managed data governance in compliance with sensitive data standards and access; involved in sprint backlog with development team; involved in sprint retrospective for continuous improvement; on-prem/3rd party source-to-target data integration management;

Metrics: 95-100% Customer satisfaction in Data Lake projects following Agile/Scrum framework.

* **Resource Manager:** Involved with resources on and off-boarding, and domain orientation. Managed developers’ skill assessment and up-skilling opportunities as required for new project technologies. Involved in performance review with managed service providers.
* **Work Intake Manager:** Engaged with diversely managed (scrum/waterfall) cross functional teams in project artifact approach and review in creating work breakdown items, project estimations, evaluate resource demand and capacity. Managed project workflow in JIRA; Created and translated diverse requirements BRD/FRD into technical requirements.
* **Process Engineer:** Applied continuous process improvements by identifying process gaps; Established self-servicing standards and practices for IT Partners; Created new resource domain training process; Expedited project estimation process by creating a patterned method; Executed production issues with urgency with data engineering team.

Metrics: 5-10% efficiency gained as process improvements for 150 DPLs monitoring and reporting, and AWS EC2 resizing.

Metrics: 5% data transfer efficiency gained as process improvement in Autosys timing adjustments.

Metrics: 10%-time management efficiencies gained in IT Partner self-service capabilities as process improvements.

* **Other:** Assisted as junior developer to fast-track project timeline in creation of AutoSys jobs and Unix shell scripts; S3 bucket creation and policy changes.
* **Projects -** Data integration in Analytics platform as Data Lake data mart/warehouse; Data security and access; Match-level on provisioned data and source data.

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**Sr. System Analyst |Enterprise Master Data Management – Team Lead 2015 – 2019**

**Lincoln Financial, 2005 Market Street, Philadelphia, PA 19103 (Remote)**

* System Analysts team lead focused on gathering data requirements and system requirements documentation comprised of identifying data source (party/agreements); managed ETL in Power Center and AutoSys; created source-to-target mapping documents and data profiling identifying and documenting data anomalies for staging business rules. Documented mastering process in creating ’golden record’ party (policy holders, bene) and agreements (contracts, polices, agreement) JOIN on SSN/GUID; Managed documentation on provisioned data exports and data load; tracked changes and maintained survivorship logic.
* Analyzed mastered data for data triage and assisted business partner analysis in SQL and Oracle in creating results in SELECT statements comprised of JOINS, and functions AVG(), COUNT(), MIN(), MAX() plus, and nested queries on multiple tables. Understanding of ER, diagrams, and data normalization.
* Collaborated with architects in creating provisioning extract technical design requirements and cross-functional IT teams. Worked with project team comprised of architects, developers, testers, and implementation specialists as coordination efforts for project delivery; Performed unit, integration and UAT validation. Understanding of Informatica workflows.
* Performed unit, integration and UAT validation. Understanding of Informatica workflow.
* Managed work intake and product backlog in JIRA; Created project estimates and assessed resource demand and capacity.
* Understanding of Data Mastering Management is survivorship logic, match level logic, data warehouse/data marts.

**Marketing Business Systems Analyst | IT Project Consultant | Release Manager 2010 – 2015**

**Lincoln Financial, 2005 Market Street, Philadelphia, PA 19103**

* Created Functional, Technical requirements, and Traceability matrix for LFD OMC System (Online Marketing Center).
* Consulted for Lincoln and external third-party vendor (IT Solutions) providing project deliverables, scheduling production implementation, and post-production validation activities complete and signed-off.
* Managed development work for data exports from marketing content system to be leveraged in Business Objects.
* Assisted in gathering database requirements for Business Objects as star schema (fact/dimension tables)

**Education**

**Certificate In Agile Scrum** 2024

**Major:** Foundations in Agile; Application of Agile Principles; Leading Agile teams

Villanova University

**Certificate** 2020

**Major:** AWS Cloud Practitioner

AWS TRAINING

**Certificate In Business Intelligence & Analysis** 2014 - 2015

**Major:** Business Intelligence and Analysis

Villanova University

**Master of Software Engineering** 2012

**Major:** Software Engineering

Penn State University

**Bachelor of Science (BS) in Information Technology** 2008

**Major:** Computer Science

University Of Phoenix

**CECS** 1999

**Major:** Continuing Education in Computer Science

Bucks County Community College

**Associates of Computer Programming** 1997

**Major:** Computer Programming

Pennco Tech