

Henry Swasey

Technical Program Manager leading the teams and [the frameworks that scale AI](#).

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SUMMARY

Technical Program Manager with 18+ years of enterprise delivery, currently leading 3 scrum teams across Data, DevOps and Development while owning AI products and backlogs.

- **Hybrid agile delivery:** Scrum, Kanban and hybrid delivery across multi-team programs. Run sprint planning, daily standups, refinement, reviews and retros, and own milestones, resource plans and RAID logs.
- **AI product delivery and governance:** Shipped a RAG-grounded conversational agent only after it passed accuracy and groundedness evaluations, cutting escalations by 40%. Designed an AI governance model that took content clearing risk review on its own from 38% to 92%.
- **Jira and Atlassian:** Jira Advanced Admin who has restructured enterprise Jira instances, built workflows, automation and JQL dashboards, and migrated 26,000+ tickets into JSM.
- **Vendor management:** Lead onshore, nearshore and offshore vendor teams, owning SOW delivery, vendor reporting and spend tracking against budget.
- **Healthcare and scale:** HIPAA-regulated delivery, including an Epic MyChart patient app (1.4M+ users). 170+ programs delivered for Fortune 500 clients.

EXPERIENCE

Technical Project Manager · Everdriven Technologies MAY 2026-PRESENT
DENVER, CO · REMOTE · CONTRACT

Product and delivery manager for 3 scrum teams across the Data, DevOps and Development organizations, and for the company’s internal AI harness.

- Run scrum for three vendor teams: sprint planning, daily standups, backlog refinement, sprint reviews and retrospectives, tracking velocity and sprint commitments in Jira.
- Own vendor management: SOW deliverables, vendor reporting standards, and vendor spend and hours against budget.
- Saved \$480K a year by reviewing unused Microsoft Fabric instances.
- Product-manage the internal AI harness rollout, from requirements through business team enablement and adoption.
- Built a Knowledge Curator agent, a scheduled Claude routine that runs weekly, after finding senior architects lost about 20% of their week to runbook upkeep. It analyzed 651 tickets, found 14 recurring problems, and freed 4 hours a week of architect time.
- Launched a Rovo support agent grounded in the Curator’s runbooks and held release until it hit 95%+ accuracy. It cut senior architect escalations by 40%.
- Found that 42% of support requests needed 3+ exchanges before the real need surfaced, then rebuilt the JSM intake form, cutting that to 7%.

Sr. Migration Project Manager · Ascension Health NOV 2025-APR 2026
DENVER, CO · REMOTE · CONTRACT

Led the enterprise intranet modernization and LumApps to SitecoreAI migration with a hybrid agile approach, managing nearshore and offshore vendor teams through validation, mapping, build and QA.

- Built the project plan, milestone schedule and phase gates for validation, analysis, build and QA, and reported status and risks to leadership each week.
- Ran agile ceremonies for 2 delivery teams and managed 16 nearshore and offshore content specialists through vendor partners.
- Identified systemic export data quality issues and put corrective processes in place (re-exports, normalization and ownership reconciliation) under defined governance controls.
- Deployed multiple AI agents to speed up stabilization of ambiguous inputs across audits, exports and legacy systems.
- Ran working sessions and office hours that locked decisions on taxonomy, media library structure and component usage rules.

Sr. Technical Project Manager · Qualified Digital MAR 2025-NOV 2025
DENVER, CO · REMOTE

Led a multi-state hospital network’s consumer mobile app and Epic MyChart go-to-market across GA, KY, TN and TX (1.4M+ portal users), running a hybrid agile program across UX, analytics, engineering and legal workstreams.

- Designed the AI governance model for the client’s marketing content, got it approved, and built it into their AI harness with the internal team: three agents (intake, risk, legal), one JSM review queue with first contact inside 1 business day and resolution inside 3, and an audit log of every agent decision.

- Ran a biweekly governance sync with a 7-person team across marketing, legal, privacy, IT and infosec. Three months of agent tuning took content clearing risk review on its own from 38% to 92%.
- Managed a \$750K+ scope expansion from a \$205K base contract, re-planning resources and milestones and still hitting the app store launch date.
- Managed technical integration planning for app analytics, Epic MyChart customization and consumer identity architecture.

Sr. Agile Project Manager · Medable

NOV 2021-FEB 2025

DENVER, CO · REMOTE

- Led agile delivery of 9+ decentralized clinical trials, including custom mobile apps for provisioned and BYOD devices, with distributed scrum teams for Fortune 500 pharma clients.
- Restructured the entire Jira instance with new workflows and automation, eliminating \$200K+ in annual inefficiencies.
 - Delivered a pilot RAG-based document intelligence system over clinical data, improving response time by 80% with HIPAA-compliant data handling.
 - Ran scrum for distributed teams across time zones, owning trial release milestones, resource planning and sprint commitments.

Lead Program Manager · Moogsoft

NOV 2019-2021

SAN FRANCISCO, CA · REMOTE

- Migrated 26,000+ tickets from Zendesk to Jira Service Management with SOC compliance and zero security incidents.
- Shaped a company-wide OKR framework, improving cross-team alignment and compliance reporting by 40%.
- Cut feature cycle time by 18% with a process for turning customer insights into engineering requirements.
- Hired and managed 3 direct reports with 100% retention.

Sr. Agile Project Manager · Tacit Knowledge

MAY 2017-SEP 2019

SAN FRANCISCO, CA

- Managed a \$10M+ portfolio of concurrent SAP Commerce Cloud projects with a 95% on-time delivery rate, across distributed teams of 24+ in 6 time zones.
- Standardized sprint ceremonies and metrics, improving velocity by 35% and cutting sprint planning time by 50%.
- Launched an international ecommerce storefront on time and within budget.

Earlier career

2012-2017

- **Principal Project Manager, Momentum Design Lab (2013-2017):** built the PMO from inception to 90+ projects and 8 direct reports, driving 28% year-over-year growth.
- **Project Manager, ChaiOne (2012-2013):** delivered 23 enterprise mobile projects with \$1M+ in cumulative budgets at 50%+ gross margin.

EXPERTISE

Agile and PM: Scrum, Kanban, hybrid agile, PI planning, milestone and capacity planning, RAID, RACI, budget and vendor spend tracking, SOW management

Jira and delivery tools: Jira Advanced Admin, Jira Service Management, Confluence Admin, Azure DevOps, Smartsheet, Rally

AI and agentic systems: Claude Code, Rovo Studio, MCP, RAG, agentic workflows, evaluation (accuracy, groundedness), guardrails, human-in-the-loop

DevOps, analytics and compliance: GitLab CI/CD, Jenkins, Docker, AWS, GCP, Pendo, Tableau, Power BI, SQL, HIPAA, SOC 2, GDPR

CERTIFICATIONS

Certified ScrumMaster (CSM) · Scrum Alliance	2013, RENEWED 2025
Certified Scrum Product Owner (CSPO) · Scrum Alliance	2025
Applied Agentic AI for Organizational Transformation · MIT Professional Education	2025