

CEMIAJI POWELL

Project Manager

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SUMMARY

PMP and CSPO certified Project Manager with 4+ years leading healthcare technology software implementations, driving concurrent, cross-functional projects from requirements through go-live for healthcare and insurance customers. Proven leader in project governance, risk and change management, and Agile/Scrum delivery. Known for aligning stakeholders across Product, Engineering, and Customer teams to deliver on aggressive timelines while maintaining strong customer retention and satisfaction.

CORE SKILLS

Implementation & Project Management: Project Planning & Governance · Risk/Dependency Management · Change & Scope Management · Requirements Documentation (FRDs) · UAT Coordination & Defect Management · Vendor & Stakeholder Management · Agile/Scrum

Tools: JIRA · Confluence · SharePoint · Visio · Lucidchart · SQL · Salesforce · Tableau · Power BI · Microsoft Office (Excel, PowerPoint)

Healthcare Domain: Prior Authorization · PBM · Medicare & Medicaid · HIPAA Compliance · EHR/EMR Systems

EXPERIENCE

Agadia Systems

Parsippany, NJ

Project Manager & Implementation Analyst

Aug 2024 – Present

- Manage up to 12 concurrent software implementation projects over the past 2 years, developing business requirements at kickoff and maintaining project plans, requirements documentation, and risk/dependency logs across JIRA, SharePoint, and Microsoft Office — leading to 100% customer retention, with all 12 accounts renewing year over year.
- Serve as implementation liaison across Product, Engineering, UI/UX, Training, and Account Management for a prior-authorization platform, authoring 10+ FRDs and user stories within a hybrid Agile/Waterfall framework — driving contract upsells for 67% of customers (8 of 12) during implementation.
- Lead a high-priority initiative spanning 200+ customizable, product configurations across UAT and production environments within 4 months, finishing 3 weeks ahead of schedule to expand customer UAT testing time and cut go-live support tickets by 30%.
- Launch a biweekly action item tracker and centralized SharePoint repository for a team of engineers and cross-functional stakeholders, accelerating feature enablement and defect resolution — cutting average issue resolution time by 50%.

Rectangle Health

Westchester, NY

Technical Implementation Specialist

Oct 2022 – Aug 2024

- Led end-to-end onboarding and implementation for enterprise healthcare customers managing project schedules and guiding clients through system setup, workflow customization, and EHR API integrations from kickoff through go-live.
- Delivered enablement sessions and hands-on trainings for 300+ customer accounts, coordinating internal IT staff and vendors and partnering cross-functionally with Support, Compliance, and Product teams to resolve challenges.
- Identified and managed project risks and scope changes, facilitated stakeholder meetings, and maintained onboarding documentation and implementation status tracking in Salesforce and Confluence.

ADDITIONAL EXPERIENCE

Disaster Recovery Business Specialist, Turn2Partners (2021–2022) · Management Intern, Enterprise (2019) · Community & Public Service Staff, University at Albany (2017–2021)

CERTIFICATIONS

Project Manager Professional (PMP) · Certified Scrum Product Owner (CSPO) · AWS Certified Cloud Practitioner

EDUCATION

University at Albany — B.A. in Mathematics, Minor in Economics