QUE FOUNTAINE

PROGRAM MANAGEMENT | OPERATIONS | PROCESS IMPROVEMENT | CROSS-FUNCTIONAL EXECUTION

Phoenix, AZ | 313.806.9352 | qfountaine@gmail.com

PROFESSIONAL SUMMARY

Strategic program and operations leader with 8+ years of experience driving complex, cross-functional initiatives across energy, healthcare, workforce, and business operations. Proven ability to translate organizational priorities into executable plans, establish scalable processes, manage dependencies and risk, and coordinate stakeholders across operations, vendors, leadership, and external partners. Experienced in fast-moving environments requiring independent judgment, process improvement, performance management, and disciplined execution. Six Sigma Yellow Belt and current Juris Doctor candidate with strong analytical, compliance, negotiation, and issue-spotting capabilities.

PROFESSIONAL EXPERIENCE

CLEAResult — Program Manager, Consumers Energy Marketplace | 2024–Present

- Directed cross-functional execution of energy-efficiency program initiatives, coordinating internal teams, vendors, partners, and client stakeholders to achieve program objectives and contractual deliverables.
- Managed program plans, priorities, dependencies, performance metrics, risks, and issue resolution across concurrent workstreams.
- Translated client and business requirements into actionable workflows, operating procedures, timelines, and measurable deliverables.
- Monitored vendor and program performance, identified operational gaps, and implemented process improvements to strengthen efficiency, accountability, and service delivery.
- Prepared performance reporting and communicated program status, risks, recommendations, and priorities to stakeholders and leadership.

Walker-Miller Energy Services — Program / Project Management | Detroit, MI

- Managed energy and community-focused programs involving multiple stakeholders, operational workstreams, outreach initiatives, vendors, and performance requirements.
- Developed scalable processes, tracked milestones and KPIs, resolved implementation barriers, and supported continuous improvement across program operations.
- Coordinated business and community partnerships while maintaining alignment among client requirements, program objectives, budgets, schedules, and deliverables.
- Supported workforce initiatives resulting in **150+ program graduates, 68 business partnerships, and $100K in external program funding**.

Healthcare Operations — Program Director | ACO & BPCI Initiatives

- Led complex healthcare operations supporting Accountable Care Organization and Bundled Payments for Care Improvement programs across providers, vendors, and managed-care stakeholders.
- Managed MCO vendor relationships, operational performance, compliance requirements, quality-improvement initiatives, and cross-functional implementation.
- Worked with **HEDIS, NCQA, inter-rater reliability, performance measurement, and healthcare quality processes** to strengthen consistency and accountability.
- Built workflows, monitored performance, addressed operational risks, and coordinated stakeholders across clinical, administrative, and executive functions.

Sachse Construction — Project Management

- Coordinated project schedules, documentation, vendors, contractors, stakeholders, and competing priorities in deadline-driven construction environments.
- Tracked deliverables, identified project risks and dependencies, facilitated issue resolution, and maintained communication across project teams.
- Supported contract, change-management, procurement, and project-control processes while ensuring alignment with scope and organizational requirements.

EDUCATION & CREDENTIALS

Juris Doctor Candidate (2L) — Trinity Law School
B.S., Business Administration, Management — Walden University | *Cum Laude*
Six Sigma Yellow Belt | **Notary Public**

SELECTED IMPACT

150+ Workforce Program Graduates | 68 Business Partnerships Developed | $100K External Program Funding Secured