

KEITH L. PRIVETTE

Technology Program & Portfolio Executive

Enterprise Portfolio Direction | Digital & Platform Transformation | Program Management Office (PMO) Leadership
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linkedin.com/in/keithprivette | two17.co | Open to full-time, fractional, and contract engagements

EXECUTIVE SUMMARY

Technology program and portfolio executive with 20+ years directing enterprise delivery for Fortune 25 and Fortune 100 organizations. Directed a \$1.5B annual digital technology portfolio at Elevance Health with end-to-end accountability for budget allocation, delivery timeline governance, and realized-value evaluation across 150+ concurrent initiatives.

Repeatedly brought in to build functions that did not previously exist: portfolio governance models, enterprise KPI and OKR frameworks, and the executive reporting infrastructure that funding decisions actually run on. Fluent translating technology investment into CFO-legible business cases, and equally comfortable leading a 45-person delivery organization or coaching an enterprise SAFe transformation.

CORE COMPETENCIES

Technology Portfolio Management | Program Management Office (PMO) Leadership | IT Governance | Capital Planning & Budget Ownership | Lean Portfolio Management (LPM)
Scaled Agile Framework (SAFe) | Agile Transformation | Objectives and Key Results (OKR) | KPI Frameworks | Vendor Strategy & Negotiation | Build-vs-Buy Analysis
Digital Transformation | Platform Modernization | Artificial Intelligence / Machine Learning (AI/ML) Enablement | Salesforce Ecosystem Architecture | API & Cloud Strategy
Executive Stakeholder Advisory | Cross-Functional Leadership | Organizational Change Management | Talent Development | Healthcare & Regulated Industry Delivery

PROFESSIONAL EXPERIENCE

ELEVANCE HEALTH | Norfolk, VA | Fortune 25 healthcare organization, 45M+ members

Director, Quality Automation & Analytics | Feb 2026 - Present

Scope: 7 direct reports | \$1.5M operating budget | Enterprise call center quality across benefits, claims, and member services

- Stood up a net-new enterprise quality analytics function, establishing the organization's first KPI framework and real-time executive dashboards for call center performance, replacing a reporting environment where no cross-functional visibility previously existed.
- Deployed predictive quality scoring models to identify service degradation before it reaches members, supporting first-call resolution and repeat-contact reduction targets across 5.5M+ annual member interactions.
- Recruited and built a team of data analysts, data scientists, and BI developers within four months, reducing external consulting spend by approximately \$350K annually.

Technology Program Director | Feb 2019 - Feb 2026

Scope: \$1.5B annual technology portfolio | 45-person delivery organization | 150+ concurrent initiatives across digital, AI/ML, mobile, and API platforms

- Directed a \$1.5B annual digital technology portfolio, owning budget allocation across 150+ concurrent initiatives, governing delivery timelines, and evaluating realized business value post-delivery to inform reinvestment decisions.
- Led a 45-person delivery organization spanning program management, product ownership, and engineering coordination, with accountability for portfolio-level dependency management and risk escalation.
- Avoided \$5M+ in annual software cost by architecting a custom Salesforce-native portfolio management platform in place of a \$10M commercial package; the platform was subsequently adopted as the enterprise standard.
- Compressed portfolio reporting from a 5-7 day manual consolidation cycle to a 2-hour automated workflow, accelerating roughly \$35M in quarterly investment decisions and enabling mid-quarter budget reallocation.
- Championed the digital portfolio's AI/ML strategy, securing \$100M in funding for 35 intelligent automation and advanced analytics initiatives.
- Drove enterprise SAFe adoption across the digital portfolio, coaching 75 Product Owners and 75 Scrum Masters and measurably improving release predictability and time-to-market for consumer-facing products.

Scrum Master, Anthem Anywhere Mobile Platform | Jun 2017 - Feb 2019

Scope: 2 scrum teams, 35+ members | Flagship consumer mobile application

- Managed sprint execution for the flagship consumer mobile platform across 100+ sprints, achieving an 82% on-time delivery rate and cutting production defect escape rate by roughly two-thirds.

- Partnered with Product Owners and senior stakeholders to align delivery with enterprise strategy, shipping 65+ releases and contributing to a significant lift in member mobile adoption.
- Promoted to Technology Program Director based on demonstrated cross-functional alignment and delivery performance.

TEK SYSTEMS (contract to Elevance Health) | Virginia Beach, VA

Scrum Master | Nov 2016 - Jun 2017

Scope: \$6.5M program | State of Indiana, first Medicaid mobile application

- Delivered Indiana's first Medicaid mobile application one month ahead of schedule and on budget within a \$6.5M program, expanding digital access for Medicaid beneficiaries in a regulated, state-partnered delivery environment.
- Converted from contract to full-time hire within eight months based on delivery performance.

LIBERTY TAX SERVICE | Virginia Beach, VA

Project Manager, Enterprise Platform Re-Architecture | Nov 2011 - Nov 2016

Scope: \$8M program | 9 workstreams | 45 engineers, 7 product owners

- Led the full technology platform re-architecture program modernizing both online and franchise-office tax preparation, coordinating 9 business stakeholders, 7 product owners, and 45 engineers.
- Orchestrated delivery of 1,500+ user stories across 9 workstreams, launching 7 white-label tax applications that opened a new B2B partner channel.
- Established Agile governance and SDLC process standards adopted across the technology organization, materially increasing team velocity and reducing post-release defects over 8 release cycles.

INDEPENDENT ADVISORY

TWO17-TECH | Founder & Principal Consultant | Virginia Beach, VA | 2024 - Present

- Advisory practice focused on technology program and portfolio direction, PMO stand-up, and portfolio governance design for mid-market and enterprise clients. Available for fractional and interim leadership engagements.
- Designed and shipped DIGIfolio (digifolioapp.com), a multi-tenant SaaS portfolio management platform, from requirements to production on Google Cloud in under two weeks using AI-assisted development.

EARLIER EXPERIENCE

Senior Business Analyst Consultant | Analysts International / Best Buy | Minneapolis, MN | 2011

- Designed end-to-end process architecture for the BestBuy.com marketplace launch, spanning order management, fulfillment, payment processing, and supplier onboarding.

Project Manager / Senior Business Analyst | Target Corporation, IT Strategy & Enterprise Architecture | Minneapolis, MN | 2008 - 2011

- Led an enterprise requirements management platform migration across 14 business units and 15K+ users, reducing tool licensing costs by \$2.1M annually.

Project Manager / Senior Business Analysis Consultant | Weatherly Consulting | Minneapolis, MN | 2006 - 2008

- Led business architecture for an enterprise Salesforce CRM implementation at a 1,500-advisor financial services firm.

Senior IS Business Consultant | UnitedHealth Group | Minneapolis, MN | 2005 - 2006

- Redesigned the SDLC framework and delivered an employer portal serving 4K+ employer groups.

Additional: Business Analyst Manager, Concur Technologies (2004) | Senior Business Analyst, Carlson Marketing / Alliance of Computer Professionals (2004-2005)

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Sociology | University of Wisconsin-Whitewater

SAFe Program Consultant (SPC) | SAFe Release Train Engineer (RTE) | SAFe DevOps Practitioner (SDP) | SAFe Practitioner (SP)

Certified ScrumMaster (CSM) | OKR Expert Certification | Salesforce Trailhead Expeditioner

TECHNOLOGY & METHODOLOGY

Platforms: Salesforce (Lightning, Flow, CRM Analytics), Azure DevOps, Jira, Confluence, ServiceNow, Micro Focus ALM

Analytics & AI: Power BI, Tableau, predictive modeling, machine learning enablement, generative AI-assisted delivery, Claude Code

Cloud & Architecture: Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, API management, cloud migration strategy

Methodologies: Scaled Agile Framework (SAFe 5.0/6.0), Scrum, Kanban, DevOps, Lean Portfolio Management, OKR, SDLC governance