Talia Wren

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My Key Qualifications

- Currently an Associate Program Manager at a **digital health platform serving employers and health plans**, supporting senior PMs on member-facing program launches.
- Supported launch readiness for **4 employer and health plan rollouts**, with 3 landing on schedule, by tracking milestones and escalating dependency risks.
- **Jira, Asana, Confluence, and Google Sheets** in daily use for project plans, RAID logs, meeting notes, and status trackers.
- Standardized weekly status reporting and cut update prep time **from about 3 hours to 1.5 hours**, including executive-ready Slides summaries of risks, decisions, and KPIs.
- Kept a current RAID log and cut average open issue age **from 9 days to 5 days** across launch workstreams in one quarter.
- **CAPM certified** (PMI, 2025) with a BS in Information and Decision Sciences including Project Management and Healthcare Information Systems coursework.
- Built a Tableau launch-readiness dashboard for a healthcare client and a **Lucidchart benefits intake process map**, cutting weekly reporting time 40% and form rework from 6 cases a month to 2.

Experience

Associate Program Manager — **Transcarent**, a digital health and care navigation platform for employers and health plans

May 2025 – Present · 1 yr 6 mos

- Supported launch readiness for 4 employer and health plan program rollouts, maintaining milestone trackers, escalating dependency risks, and following up with product, operations, and engineering owners; 3 launched on schedule and the fourth launched 2 business days behind plan.
- Standardized weekly status reporting for active workstreams with a shared Google Sheets template and an executive-ready Google Slides format covering risks, decisions, and KPI snapshots, cutting weekly update prep time from about 3 hours to 1.5 hours.
- Tracked launch issues and follow-up actions across implementation workstreams using a current RAID log in Confluence with tagged owners, reviewed in recurring cross-functional meetings; reduced average open issue age from 9 days to 5 days over one quarter.
- Coordinate action items, dependencies, SOP updates, and stakeholder communications across product, operations, engineering, analytics, and client teams for launches and post-launch follow-up.

Education

- **University of Illinois Chicago** — Bachelor of Science in Information and Decision Sciences · 2021 – 2025 · Relevant coursework: Project Management, Operations Management, Business Process Analysis, Data Visualization, Healthcare Information Systems

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Projects

- **Care Navigation KPI Dashboard**
  Built a launch-readiness and utilization dashboard for a university-affiliated healthcare client to track enrollment, member outreach, and issue resolution trends. Cut weekly reporting time by 40% for the client contact during the pilot.
  Tech: Tableau, Excel, Google Sheets
- **Benefits Intake Process Map**
  Documented intake workflows and SOP recommendations for a nonprofit's employee benefits enrollment process to reduce handoff confusion across staff and volunteers. Reduced average form rework from 6 cases per month to 2 during the final 8-week trial.
  Tech: Lucidchart, Google Docs, Excel

Skills

- **Program Management Tools:** Jira, Asana, Confluence, Google Sheets, Google Slides
- **Program Coordination:** Program Coordination, Risk & Dependency Tracking, Status Reporting, SOP Documentation, RAID Logs
- **Reporting & Documentation:** Excel, Tableau, Lucidchart, Google Docs

Certifications

- **CAPM** – Project Management Institute (2025)