

MANNY SEKHON

Enterprise AI Transformation & Business Operations Leader

AI Strategy | Workflow Transformation | Product Operations | PMO Modernization | Responsible AI | SAFe SPC
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PROFESSIONAL SUMMARY

Enterprise AI transformation and business operations leader with 15+ years helping healthcare, public-sector, insurance, and regulated enterprises modernize operating models, redesign workflows, and improve execution. Translates business needs into scalable operating models, process maps, governed backlogs, AI-enabled workflows, KPIs, and executive decision support. Brings deep experience across product operations, portfolio governance, PMO modernization, Agile transformation, workflow optimization, stakeholder alignment, training, and adoption. Applies responsible-AI principles through human oversight, decision traceability, auditability, workflow quality controls, and governance checkpoints. Certified SAFe 6.0 Program Consultant (SPC), ICP-ACC, and CSM.

ENTERPRISE CAPABILITIES

Enterprise AI Transformation | AI Opportunity Assessment | AI-Enabled Workflow Design | Business Process Modernization | Product Operations | Portfolio & PMO Governance | Operating Model Design | Business Requirements to Technical Specifications | Process Mapping | KPI & Success-Metric Design | ROI / Business-Case Support | Responsible AI | Human-in-the-Loop Controls | AI Governance & Model-Monitoring Concepts | Change Management | Training & Adoption | Knowledge Management | SAFe / Scrum / Kanban | Lean Portfolio Management | Delivery Intelligence | Executive Reporting | Healthcare & Public-Sector Modernization | Azure DevOps | Jira | Confluence | Power BI | ServiceNow Risk Module | Azure | GCP

SELECTED IMPACT

- Improved sprint predictability by approximately 25% and reduced blocker-resolution time by approximately 30% through clearer readiness, ownership, escalation, and flow visibility.
- Supported a 150+ person Agile Release Train through PI Planning, portfolio and program alignment, dependency coordination, RAID management, and delivery governance.
- Improved velocity consistency by approximately 15%, reduced lead time by approximately 20%, and built AI-assisted workflows for reporting, backlog analysis, risk visibility, and executive decision support.
- Achieved zero compliance audit failures by embedding control checkpoints, traceability, security-aligned milestones, and release governance into delivery workflows.

PROFESSIONAL EXPERIENCE

Dream Dwell LLC | Founder | Enterprise AI Transformation & Product Operations Consultant

Jan 2023 – Present

- Advise organizations on AI-enabled operating models, product and portfolio execution, PMO modernization, workflow transformation, Agile governance, and enterprise delivery.
- Assess workflow opportunities, translate business needs into process maps and scalable operating models, and connect strategic priorities, OKRs, roadmaps, features, governed backlogs, metrics, and executive reporting.
- Design AI-assisted workflows for backlog analysis, delivery reporting, dependency summaries, risk visibility, stakeholder communication, and decision support while preserving human oversight, auditability, and decision traceability.
- Develop transformation playbooks, governance routines, portfolio reviews, delivery dashboards, SOPs, working agreements, and training materials; coach Product Owners, Scrum Masters, and leaders on adoption, prioritization, flow metrics, and continuous improvement.
- Evaluate AI-generated business and workplace content for instruction adherence, factual accuracy, reasoning quality, workflow realism, completeness, clarity, and enterprise applicability.

Department of Health Care Services (DHCS) | Agile Coach / Scrum Master III | Product Operations & Portfolio Delivery

Jan 2024 – Present

- Helped establish a large-scale healthcare transformation operating model connecting enterprise OKRs to initiatives, features, solution design, architecture alignment, product backlogs, team backlogs, and sprint execution.
- Lead multi-team delivery across business, product, architecture, engineering, QA, DevOps, governance, and vendor stakeholders in a regulated State healthcare environment.
- Translate business priorities into delivery plans, process flows, backlog structures, governance checkpoints, KPI visibility, release-readiness criteria, and executive reporting.
- Partner with Product Owners, Program Managers, architects, technical leads, State resources, and vendors to align roadmap priorities, capacity, dependencies, delivery risks, release expectations, and stakeholder tradeoffs.
- Improved sprint predictability by approximately 25% and reduced blocker-resolution time by approximately 30% through clearer readiness criteria, visible ownership, flow metrics, and corrective-action follow-through.

UST – HealthProof | Senior Scrum Master / Agile Delivery Lead |**Mar 2021 – Jan 2024****Product Operations**

- Led cross-functional delivery for healthcare payer/provider platforms spanning payments, claims, data integration, reporting, and platform modernization.
- Supported quarterly PI Planning and portfolio/program governance across a 150+ person Agile Release Train, coordinating dependencies, risks, milestones, capacity constraints, and stakeholder expectations.
- Partnered with Product Owners, business leaders, engineering, QA, DevOps, and vendors to translate roadmap priorities into acceptance criteria, delivery sequencing, release expectations, and integration dependencies.
- Strengthened feature-to-story decomposition, estimation, backlog readiness, and refinement discipline, improving sprint commitment reliability by approximately 20%.

Blue Shield of California | Senior Scrum Master | Enterprise Delivery**Nov 2016 – Jan 2021****& Product Operations**

- Led enterprise delivery across digital modernization, claims, billing, policy, compliance, customer platforms, and cloud-aligned initiatives.
- Connected roadmap priorities to release planning, backlog sequencing, sprint execution, risk management, dependency tracking, stakeholder updates, and cross-team coordination.
- Achieved zero compliance audit failures by integrating security-aligned milestones, control checkpoints, traceability, and release governance into delivery workflows.
- Improved velocity consistency by approximately 15% through WIP optimization, stronger story quality, backlog refinement, estimation discipline, and continuous improvement.

Partnership HealthPlan of California | Scrum Master**Feb 2014 – Oct 2016**

- Scaled Scrum and Kanban across BI, integration, reporting, and mobile initiatives in a regulated healthcare environment.
- Reduced lead time by approximately 20% through bottleneck analysis, improved intake flow, prioritization discipline, and delivery visibility.

Health Care Service Corporation (HCSC) | Business Analyst / Scrum**Dec 2010 – Jan 2014****Master**

- Supported claims, billing, compliance, and platform-modernization initiatives in a regulated payer environment.
- Facilitated discovery, refinement, planning, and testing readiness; authored user stories and acceptance criteria; and aligned technical backlogs with claims, adjudication, reporting, and operational outcomes.

AI TRANSFORMATION & RESPONSIBLE AI PRACTICE

- Evaluate AI-generated recommendations and workplace content against instruction following, factual accuracy, completeness, writing quality, business reasoning, and operational realism.
- Create evaluation criteria, compare alternative responses, identify reasoning gaps, and translate enterprise workflows into prompts, rubrics, process maps, decision criteria, and quality checks.
- Apply AI tools to research, backlog analysis, documentation, executive summaries, workflow design, and delivery intelligence while maintaining human judgment, governance checkpoints, and auditability.
- Working knowledge of AI governance, responsible-AI practices, model-performance monitoring concepts, LLM-enabled workflows, NLP and predictive-analytics use cases, and enterprise automation patterns.

EDUCATION & CERTIFICATIONS

M.S., Computer Science – Western Michigan University | B.S., Computer Science – Punjab Technical University | A.S., Computer Science – Henry Ford College

SAFe 6.0 Program Consultant (SPC) | ICAgile Certified Professional – Agile Coaching (ICP-ACC) | Certified ScrumMaster (CSM) | Kanban Foundation | CompTIA A+, Network+ | Cisco CCNA, CCNP

TOOLS & PLATFORMS

Product / Agile / PM: Azure DevOps, Jira, Confluence, Jira Align, MS Project, Planview, Rally | Collaboration & Knowledge: Miro, MURAL, SharePoint, Microsoft Teams, Slack | Analytics & Reporting: Power BI, Excel, delivery dashboards, flow metrics, portfolio and executive reporting | Governance & Enterprise: ServiceNow Risk Module, RAID logs, dependency management, release readiness, documentation traceability | Security & Cloud: SailPoint, CyberArk, Splunk, Sentinel, Azure, GCP | Methods: SAFe, Scrum, Kanban, hybrid Agile/Waterfall, PI Planning, Lean Portfolio Management, OKRs, value-stream thinking, continuous improvement