

**MICHAEL VIGOREN**

PROFESSIONAL SUMMARY

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Adept IT Delivery/Product Manager with a proven record at Optum for spearheading multimillion-dollar projects, driving cloud modernization, and AI utilization. Excelled in building client relationships and fostering innovation, leveraging expertise in technology infrastructure. Renowned for agile, results-oriented project leadership and exceptional communication skills.

EMPLOYMENT HISTORY

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IT DELIVERY MANAGER

Aug 2021 - Present

*Optum (UnitedHealth Group)*

- Led a team of Solution Engineers, Data Base Architects, and Software Engineers in delivering complex IT infrastructure by using Kanban/Agile methodologies
- Successfully delivered multiple multi-million-dollar infrastructure projects for our internal and external business clients with a highly satisfied client base
- Led bi-weekly training sessions for Engineers, Program Mangers, Project Managers, and IT Analysts
- Drove initiative to streamline processes and create new opportunities for automation, AI, and engineering
- Managed and drove SharePoint improvements
- Traveled onsite to facilitate cyber response
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Responded quickly to meet customer needs and resolve problems.
- Focused on learning new skills and staying updated with industry changes
- Managed and coordinated multiple projects while ensuring timely completion
- Pioneered cloud modernization and AI implementation initiatives, driving significant advancements in IT infrastructure

IT PRODUCT MANAGER

Oct 2012 - Aug 2021

*Arcas Technology*

- Facilitated sale process and managed projects on the implementation of multiple infrastructure technologies
- Drive Agile solutions to diverse clientele, managing comprehensive, complex engagements between engineers, finance, technicians, and sales
- Managed IT Infrastructure Projects/Programs ranged from 1 week to multiply years and budgets ranging from \$10K to \$2million
- Provide technical knowledge to sales professionals, assist in sales, business development, procurement, inventory management, and wholesale.

EDUCATION/CERTIFICATIONS

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MASTER OF BUSINESS ADMINISTRATION (M.B.A.) (IN PROCESS)

*Saint Cloud State*

MN, US

BA PSYCHOLOGY

*Saint John's University*

MN, US

CERTIFICATE OF FINANCIAL TECHNOLOGY

*University of Minnesota*

MN, US

CERTIFICATE

*Microsoft/Azure*

AZ-900

AZ-104 (in process)

AI-900 (in process)

SKILLS

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Technology Infrastructure, Cloud, Datacenter, Dell, HP, IBM, Cisco Servers, Virtual Machines, Terraform, Azure, Networking, Storage, SharePoint, Excel, HTML, SQL, AI, Communication, Supervision, Leadership.