

James Anderson

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SUMMARY

Technology executive with a designer's instincts and an operator's discipline. Builds and leads high-performing engineering organizations across healthcare, workforce solutions, and financial services — with a consistent track record of translating complex technology investments into measurable business outcomes. Specializes in enterprise AI strategy, platform modernization, composable architecture, and large-scale integration delivery. Equally comfortable presenting to a board of directors and diving into the technical details with an architecture team. Known for inheriting broken situations and fixing them — through governance, structure, and a bias toward action over analysis.

Open to full-time and fractional VP or C-Level roles.

PLATFORMS & ECOSYSTEMS

Multi-Stack Engineering Environments · AWS · Salesforce · OpenAI · Boomi · UiPath · Blue Prism · ServiceNow · Epic · Bullhorn · Builder.io · Symitar · Progress OpenEdge · Custom SaaS Development

CORE CAPABILITIES

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| <ul style="list-style-type: none">• Technology Strategy & Architecture• Enterprise AI Strategy & Delivery• Platform & Product Modernization | <ul style="list-style-type: none">• Integration Strategy & Execution• Global Engineering & Offshore Leadership• Vendor Negotiation & Financial Accountability | <ul style="list-style-type: none">• Executive & Board Partnership• M&A Technology Due Diligence• IT Risk, Compliance & Governance |
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PROFESSIONAL EXPERIENCE

Group Vice President, Solution Delivery

Cross Country Healthcare · Boca Raton, FL (Remote)

June 2022 – January 2026

Led enterprise technology strategy, AI/automation, and platform modernization across a 150+ person global engineering organization spanning software engineering, cloud platforms, enterprise integrations, SaaS, mobile, RPA, and architecture. Promoted from VP to Group VP in January 2024 — within 18 months of joining — after absorbing two additional VP-level functions in the first year.

- Defined and executed the enterprise AI strategy end-to-end — recruited and managed dedicated on and offshore AI teams, designed automation workflows, wrote requirements, tracked ROI, used Power BI AI performance and revenue dashboard. Delivered production capabilities including semantic search, AI-assisted recruiting and credentialing, job matching, voice AI, and automated submission workflows.
- Architected a composable, event-driven platform within AWS (SNS, DynamoDB, EventBridge, Aurora, Lambda), establishing a reusable integration foundation and introducing a dual-architecture evaluation framework that paired event-driven cloud integrations with Boomi — preventing a projected ~\$550K/year in runaway licensing costs through right-sizing, license consolidation, and integration migration.
- Designed the enterprise data tier (MTDB, MFDB, MMDB), creating a single source of truth that enabled automation at scale across all business units.
- Recovered \$250K+ in vendor penalties within the first 30 days; restructured vendor contracts with SLAs carrying financial implications; managed \$10M+ in annual vendor spend.
- Scaled offshore engineering operations, reducing annual delivery costs by \$3M+ while maintaining output quality and velocity.
- Partnered with company's largest staffing partner to implement a custom automated submission workflow, reducing manual processing overhead and positioning the organization for significant gains in placement velocity.

- Presented AI roadmap and enterprise technology strategy directly to the board of directors; served as primary technology voice to C-suite on growth, profitability, and platform direction.

Vice President, Software Engineering

365 Retail Markets · Troy, MI

June 2021 – June 2022

Led engineering for a PE-owned proprietary retail automation platform spanning AI computer vision, customer SaaS, POS, and kiosk systems across global unattended retail deployments.

- Resolved critical platform reliability and scalability gaps by implementing a fault-tolerant, self-healing AWS integration architecture — automatically detecting and resyncing messaging failures between platform components.
- Assumed direct leadership of the offshore development team, restructuring design governance and inserting as the operational bridge between engineering and the PMO — restoring on-schedule delivery and resolving persistent organizational friction.
- Architected a patented hybrid computer vision solution for the Stockwell unattended retail platform — introducing an infrared laser-based secondary data input stream to resolve refrigerated unit edge cases (condensation, camera fogging) that the CV model alone could not address. Solution submitted for US patent.
- Delivered payment integrations supporting millions of daily transactions globally.

Senior Director, Global Applications

Kelly Services · Troy, MI

June 2015 – June 2021

Led enterprise application delivery, product innovation, and digital transformation for a global workforce solutions company. Managed a 50+ person team across the US and Kuala Lumpur, Malaysia — with full operational cost ownership of the offshore team including office, headcount, hardware, and equipment. Promoted from Senior Manager to Senior Director during tenure.

- Established Kelly's first RPA practice (UiPath, Blue Prism) — led vendor evaluation, assembled the team from existing development and QA staff, operationalized platform support, and successfully transitioned the practice to business ownership.
- Assumed ownership of the Salesforce platform (60+ applications; Apex code limit expanded to 12M characters) — re-established vendor governance, right-sized licensing, rebuilt the dev and admin teams, and owned all platform development across CRM, Service Cloud, and Marketing Cloud.
- Redesigned the candidate portal with B2C best practices and implemented Auth0 for modern identity management — securing access for 4M+ users via social login and multifactor authentication.
- Built an API layer enabling a single codebase to serve both the candidate portal and a new native mobile app — later extended for direct Bullhorn ATS integration. Presented this solution at Dreamforce 2016 as an industry thought leader on enterprise platform modernization.
- Navigated zero-based budgeting cycles — built full annual cost justifications for both offshore and onshore teams from scratch, closing a gap where production support budgets covered only ~40% of onshore team compensation.
- Served as sole IT representative on the corporate Digital Innovation Team and IT lead for M&A activities across acquisitions and divestitures.

Senior Manager, Application Development

Meridian Health Plan · Detroit, MI

March 2013 – June 2015

Directed all software development for Medicaid and Medicare business units.

- Proactively designed and presented a full organizational restructure — reorganizing delivery into domain-aligned scrum teams (Mobile & Web, Enrollment, HEDIS, Medical Management, Claims), elevating PMs to product owner roles, and significantly improving delivery velocity.
- Negotiated a Progress Software true-up — converting a ~\$14M licensing liability into \$7M in savings through strategic timing, VP-level negotiation, and license rationalization based on actual distributed system usage vs. the vendor's client-server billing model.

- Designed and delivered an iOS mobile app and backend workflow for HEDIS data collection — routing incomplete member records to field representatives with route mapping, data capture, and direct HEDIS dataset integration. Directly supported state-measured quality metrics tied to new member assignment revenue.
- Launched provider and member portals, implemented SOA architecture, and built an internal talent pipeline through a college recruitment program and technology academy.

IT Manager, Web & Application Development

Beaumont Health System (now Corewell) · Royal Oak, MI

April 2010 – March 2013

Led enterprise web, portal, and mobile initiatives supporting patient health outcomes and physician and staff engagement across a major Michigan health system.

- Consolidated 136 ungoverned SharePoint instances across multiple outdated versions into a single governed, upgraded on-prem environment — forming and chairing the first enterprise SharePoint governance committee with Director and VP-level clinical and business leaders.
- Rescued a long-stalled surgical onboarding application — authored requirements, designed the architecture, and led delivery; project uncovered and resolved a systemic security vulnerability in clinical system access management, working directly with the HIPAA committee, privacy, and security teams.
- Reframed a CIO request to survey admitted patients (which would have violated Beaumont's Press Ganey agreement) into a Nurse Rounding application that improved real-time patient satisfaction and routed issues to responsible departments — with layered Epic integration security and full HIPAA compliance.
- Presented mobile technology strategy to the Board of Directors; personally onboarded board members on their first Epic MyChart experience. Built Epic integration capability by hiring former Epic/Caché engineers.
- Delivered a consumer mobile app for doctor and service search — predating Epic's MyChart.

EARLIER EXPERIENCE

Michigan First Credit Union — Vice President, Electronic Services

Lathrup Village, MI

Member of the senior leadership team reporting directly to the CEO; participated in monthly board of directors' meetings as a standing member of the executive team. Co-developed a new online banking platform adopted across 600+ Symitar credit unions nationwide. Negotiated ATM vendor replacement (~\$100K/year savings) and a debit switch network contract generating ~\$100K/year in additional interchange income. Served on the CO-OP Network national technology committee.

Flagstar Bank — Manager & AVP-Level Leadership Roles

Troy, MI

Co-authored the company SDLC and trained IT organization-wide on adoption. Ran the IT Banking PMO with SOW approval authority for all banking IT projects. Led development of the retail lending portal, presented at the retail lending staff conference. Founded the organization's first IS Creative Services Team — establishing formal UX and usability leadership within IT. Managed software development through Flagstar's conversion from a private savings and loan to a publicly traded company.

EDUCATION & CERTIFICATIONS

Marygrove College — Bachelor of Arts, Graphic Design · Detroit, MI

Certified ScrumMaster (CSM), Scrum Alliance · ITIL v3.0

RECOGNITION & COMMUNITY LEADERSHIP

Dreamforce 2016 — Industry Presenter, Enterprise Platform Modernization · Usability Testing Workshop Presenter — Banking Industry Conferences · CO-OP Network National Technology Committee · US Patent Submission — Hybrid CV/Infrared Retail Sensing Solution

President (current) — Royal Oak Arts Council · Former President, VP & Treasurer — Royal Oak Board of Education