

# MARVIN J. STIGTER

## Leadership Biography

Engineering & AI Leadership | Digital Transformation | Quality Engineering | Agile Innovation

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As a strategic business partner focused on operations efficiency, responsive delivery, and development of top-performing teams, Marvin Stigter has implemented high standards for solutions delivery and IT strategy corresponding to business needs. An IT executive capable of bridging the gap between business stakeholders and technical teams, he builds strategies enabling companies to experience a competitive edge through accelerated delivery and cost-conscious solutions. Marvin's career spans substantial business operations and technology improvements across 11 industry verticals globally.

## Current Role

### Senior Director, Global Engineering & Technology — iLAB

As the senior technology executive and head of engineering at iLAB, Marvin leads a global engineering organization of 150+ engineers across the United States, Brazil, and South Africa within an 800+ employee company. Reporting to both the CEO and VP of Operations, he is responsible for AI architecture, cloud modernization, and digital transformation across 11 industry verticals.

Marvin inherited a fragmented organization with 70% voluntary turnover and reversed it to 0% voluntary turnover for four consecutive years. He architected a multi-tenant GenAI platform on AWS using Claude, ChatGPT, and Gemini with a custom RAG engine and NLP-driven query processing, and directed modernization of 80+ legacy applications and 180+ databases to Azure Government and commercial cloud—replacing, consolidating, and upgrading application and database infrastructure rather than simple lift-and-shift.

He designed and executed an AI-first operating model that extended beyond engineering into HR, recruiting, finance, accounting, sales, and marketing—proving that transformation succeeds when leaders demonstrate results before mandating adoption. His proprietary methodology—starting with personal application, selecting deliberate pilots, proving value before expanding, and formalizing governance only after demonstrated success—has driven measurable improvements across every business function. Under his leadership, iLAB established a full engineering operating model, SDLC standards, AI governance frameworks, and responsible AI guardrails for regulated industries.

## Previous Experience

### Engagement Manager, Life Sciences — Tata Consultancy Services (TCS)

At TCS, one of the world's largest IT services and consulting firms, Marvin delivered automation and process improvement solutions for regulated life sciences clients, increasing engagement revenue by \$400K. He eliminated production issues within the first engagement cycle, introduced Robotic Process Automation (RPA) to streamline compliance-critical workflows, and unified QA and DevOps practices into a structured continuous delivery model. He served as the executive representative resolving cross-organizational bottlenecks in high-stakes delivery forums.

## **Head of Platform Services, Test Management Office & DevOps — Eli Lilly and Company**

Marvin accelerated software release frequency from biennial to bi-weekly and reduced deployment cycle time from 30 days to under 5 hours through a full DevSecOps transformation. He retired a 30-year legacy clinical data system, migrating clinical data to an AWS Data Warehouse and Data Lake and generating \$15M+ in annual savings. He reduced production defects 78% through improved release practices, ServiceNow, and AI/ML-driven proactive monitoring, and cut research study onboarding time 89%—moving from the industry’s longest onboarding to below industry average.

Marvin established an enterprise test automation Center of Excellence completing 60+ projects, reduced contractor count from 140 to 90 while increasing work volume tenfold, and enhanced Agile/DevOps skills for 90 direct team members and 200 staff worldwide. He promoted eight team members and turned around a long-standing performance issue with an employee who had been passed across teams for eight years—resulting in that individual’s promotion. His efforts were recognized with two annual CIO Awards for dedication to the business, customers, and patients.

## **Director, Global Integration — Kronos Incorporated (now UKG)**

Marvin transformed the integration function from a post-sale delivery team into a revenue-generating engineering capability—building custom systems, middleware, and purpose-built software that enabled deals that couldn’t otherwise close, rescued \$400M in stalled Fortune 500 deployments, and created upsell opportunities through solutions the market couldn’t provide. With \$20M in P&L authority, he cut a 9-month backlog to 2 weeks, increased team member satisfaction from 28% to 97%—rising from the lowest scores to #1 company-wide—and grew the team from 13 to 90+ engineers.

Marvin built and led the Kronos Technology Center—onboarding two newly graduated cohorts annually, personally mentoring and certifying each integration engineer before deploying them to Fortune 500 client accounts including Amazon, Marriott, Home Depot, and Starbucks. He built the entire leadership pipeline internally with zero external hires, developing 5–10 individual contributors into managers and two managers into managers of managers. Marvin received three Director of the Year Awards and won the Best Session Award at KronosWorks 2014, selected by attendee vote across the full conference program.

## **Director of Quality Engineering & System Consulting Director — Xerox / ACS (now Conduent)**

Leading 400 indirect reports across 70 countries with a \$30M operating budget, Marvin rescued multimillion-dollar troubled engagements by aligning disconnected workstreams—ensuring deliverables complemented rather than contradicted each other through unified standards, skill leveling, and cross-group coordination where previously they had been treated as isolated checklist items. He turned dissatisfied clients into reference customers, reduced development and acceptance testing time by 75%, restructured vendor contracts attaining 20% average savings, and built a repeatable deal pursuit process credited with a higher win rate and reduced risk across \$10B in engagement pursuits.

Marvin led the QE strategy for the pursuit that won the \$1.6 billion California Medi-Cal MMIS contract—the largest MMIS in the United States at time of award, covering 7.5 million beneficiaries and processing 800,000+ claims per day. He also led UAT for Motorola’s global SAP ECC6 upgrade across 70 countries and 400 people, enabling the corporate split into Motorola Solutions and Motorola Mobility (January 4, 2011)—one of the largest international UAT programs in company history.

He achieved CMMI Level 3 maturity across the global organization, managed the ACS Tools Council creating PMM, SDM, and ITSM standards saving \$2M in licensing and training, and built a quality engineering framework based on Six Sigma, ISO, and Baldrige concepts. Marvin self-initiated a full QA

organizational redesign—presenting the business case to SVP to fund new QA, configuration management, and requirements functions.

## Education & Credentials

**MS, Data Analytics** — Butler University (2023)

**Postgraduate Certificate, Implementing Machine Learning in Business** — MIT Sloan (2020)

**MBA, Management** — Purdue University, Krannert School of Management

**BS, MIS & Finance, Magna Cum Laude** — American International College

**Propedeuse, Business Economics & Administration (Honors)** — Hogeschool Utrecht, Netherlands

**Certifications:** ITIL Foundations | Six Sigma Green Belt | Agile ScrumMaster

## Speaking & Recognition

Marvin has delivered keynotes and presentations including “The Missing Link in Digital Transformation” at the CIO Insight Summit (2019), “Digital Transformation Lessons From Eli Lilly” at DevOps/Jenkins World (2019), and multiple sessions across multiple years at KronosWorks, where he also managed the integration booth for demos and business development and received the Best Session Award in 2014, selected by attendee vote. He has presented Kronos webinars and served as a guest lecturer for undergraduate MIS students at Butler University’s Lacy School of Business (2013–2014). He received two CIO Awards at Eli Lilly and three Director of the Year Awards at Kronos. He is fluent in English and Dutch (native), with advanced abilities in German.