

# MARVIN J. STIGTER

Engineering & AI Leadership | Digital Transformation | Quality Engineering | DevSecOps

317.517.9357 • marvin@stigter.org • [LinkedIn](#) • stigter.org

## EXECUTIVE SUMMARY

Strategic technology executive with a career spanning 11 industry verticals and 6 continents, driving engineering transformation, AI-first operating models, and quality engineering programs. Proven ability to bridge business stakeholders and technical team-building strategies that create competitive advantage through accelerated delivery, talent development, and cost-conscious solutions. Recognized with 2x CIO Awards and 3x Director of the Year.

*“Most AI transformation programs start with policy before proof. Mine starts with myself.”*

## CORE COMPETENCIES

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| AI-First Transformation & GenAI Strategy   | Quality Engineering (Shift-Left / Shift-Right)  |
| DevSecOps & CI/CD Pipeline Architecture    | P&L Ownership & Budget Management (\$20M–\$30M) |
| Cloud Modernization (AWS / Azure Gov)      | Talent Development & Leadership Pipeline        |
| Agile / SAFe / ITIL / CMMI Maturity Models | Global Team Leadership (70+ Countries)          |
| Test Automation & Continuous Testing       | Vendor Negotiation & Contract Restructuring     |

## PROFESSIONAL EXPERIENCE

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

June 2021 – Present | 150+ engineers, 12 direct reports | US, Brazil, South Africa | Reports to CEO & VP Operations

Head of engineering leading AI architecture, cloud modernization, and digital transformation across 11 industry verticals within an 800+ employee organization. Inherited a fragmented engineering organization with 70% voluntary turnover—reversed to 0% voluntary turnover for 4 consecutive years through psychological safety culture and engineering standards.

Architected a multi-tenant GenAI platform on AWS using Claude, ChatGPT, and Gemini with custom RAG engine and NLP-driven query processing. Designed agentic AI workflows across 7 functional domains achieving ~25% efficiency savings. Directed modernization of 80+ legacy applications and 180+ databases to Azure Government and commercial cloud—replacing, consolidating, and upgrading application and database infrastructure, not lift-and-shift.

Developed a company-wide AI-first operating model extending beyond engineering into HR, recruiting, finance, sales, and marketing. Authored the organization’s Responsible AI Policy and Playbook with Model Risk Management and audit readiness for regulated industries. Promoted 4 team members and turned around 3 employees on performance improvement plans.

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

December 2020 – June 2021 | Global IT Services & Consulting | Pharmaceutical / Life Sciences

Delivered automation and process improvement solutions for regulated life sciences clients, increasing engagement revenue \$400K. 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. Served as executive representative resolving cross-organizational bottlenecks in high-stakes delivery forums.

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

January 2015 – November 2020 | 7 direct / 110 indirect reports (US, Ireland, India) | \$6.5M budget | GxP-regulated

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. Retired a 30-year legacy clinical data system, migrating clinical data to AWS Data Warehouse and Data Lake and generating \$15M+ in annual savings.

Reduced production defects 78% through improved release practices, ServiceNow, and AI/ML-driven proactive monitoring. Cut research study onboarding time 89%—moving from industry’s longest onboarding to below industry average. Established an enterprise test automation CoE completing 60+ projects and saving ~97% project time. Reduced contractor count from 140 to 90 while increasing work volume 10x.

Promoted 8 team members. Turned around an employee passed across teams for 8 years due to unaddressed performance issues—resulting in that individual’s promotion. Recognized with 2× annual CIO Awards for dedication to business, customers, and patients.

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

*January 2012 – December 2014 | \$20M P&L | Grew team 13 → 90+ | 3× Director of the Year*

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. 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.

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 (Amazon, Marriott, Home Depot, Starbucks). Built the entire leadership pipeline internally with zero external hires, developing 5–10 individual contributors into managers and 2 managers into managers of managers. Won Best Session Award at KronosWorks 2014, selected by attendee vote.

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

*October 2006 – December 2011 | 7 direct / 400 indirect in 70 countries | \$30M budget | \$10B in engagement pursuits*

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. Turned dissatisfied clients into reference customers. Reduced development and acceptance testing time 75%. Restructured vendor contracts attaining 20% average savings on hardware, software, and services. Built a repeatable deal pursuit process credited with a higher win rate and reduced risk.

Led QE strategy for the pursuit that won the \$1.6B California Medi-Cal MMIS contract — the largest MMIS in the US at time of award (7.5M beneficiaries, 800K+ claims/day). 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).

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. Built a quality engineering framework based on Six Sigma, ISO, and Baldrige concepts. Self-initiated full QA organizational redesign — presenting business case to SVP to fund new QA, configuration, and requirements functions.

## **AI TRANSFORMATION METHODOLOGY**

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- **Phase 1 — Start with Myself:** Apply AI to own work first. Every claim defensible because lived before taught.
- **Phase 2 — Select Pilots Deliberately:** Specific people, groups, and projects chosen to maximize success probability.
- **Phase 3 — Prove Before Expanding:** Results speak before asking for broader adoption. Expansion earned, not forced.
- **Phase 4 — Communicate Results:** Consistent reporting to executive stakeholders. Informed leaders, not surprised ones.
- **Phase 5 — Formalize What Works:** Formal AI strategy, company policies, governance, and responsible AI guardrails.
- **Phase 6 — Cross Functional Boundaries:** Work directly with Sales, Marketing, HR, Recruiting, Finance, and Accounting.

## **EDUCATION & CREDENTIALS**

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**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**

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**Speaking:** Keynote: ‘The Missing Link in Digital Transformation’ — CIO Insight Summit (2019) • DevOps / Jenkins World (2019) • KronosWorks (multiple sessions across multiple years, managed integration booth for demos and business development, Best Session Award 2014 — attendee-voted) • Kronos Webinar Presenter • Butler University Adjunct, Lacy School of Business (Undergraduate MIS, 2013–2014)

**Awards:** 2× Eli Lilly CIO Award • 3× Kronos Director of the Year

**Languages:** English (native) • Dutch (native) • German (advanced)