

Contessa Hoskin, MBA, PMP

Business and Technology Executive | Board Member | Strategy and Execution | Diverse Industries
Program/Portfolio Management (PMO) | M&A | Business Innovation, Growth and Transformation

Summary

- Optimize financial, people and technology innovation and performance across diverse industries.
- Partner with c-suite as part of executive leadership team to create \$6+ billion business unit AOP, business strategy, product solutions and execution plans.
- Own global EPMO, operations and portfolio P&L exceeding \$1.5+ billion.
- Lead multimillion-dollar transformations, M&A integrations and corporate turnarounds of \$2+ billion.
- Build dynamic talent pipeline as recognized servant leader committed to business excellence.

Key Qualifications

- P&L ownership, Lean portfolio management
- Business innovation, growth and transformation
- Financial planning and forecasting (EVMS)
- Mergers, acquisitions and integrations
- Corporate restructure/infrastructure alignment
- Performance management (KPIs)
- Business consulting
- Operational excellence
- Strategy planning and execution
- Customer experience
- Program/portfolio management (PMO)
- Global teams and technology
- Cost reduction/risk management
- Change management and leadership
- Vendor/supplier relations
- Lean Six Sigma BB, TS clearance

Experience

NIKSOH Consulting

August 2023 to Present

Independent Consultant, Fractional COO, PMO, Product Management, M&A

- Create exceptional value driven by innovative solutions pairing technology and business performance while leveraging data insights spanning varied industries and functions.
- Accelerate change for corporate and mid-size businesses.
 - Bridge transformation from strategy to execution across people, process and tools.
 - Lead business and digital transformation, acquisition integration and due diligence.
 - Align strategic planning, operational execution and performance management.
- Deliver internal and public thought leader keynote presentations.

Wex, Inc.

September 2021 to May 2023

Vice President, Global M&A Business Integration

- Supported pre- and post-deal due diligence, planning and execution to create sustainable business synergies.
- Led business integration of \$3+ billion global acquisitions portfolio across Australia, EU and US, delivering synergies of \$36 million and \$23 million.
 - Managed team of consultants and FTEs (program managers and operational excellence leads).
 - Led Day 1 to Day 100 readiness and post-100-day end-to-end business integration for mergers and acquisitions (corporate functions, operations, product and technology).
 - Provided critical triage for multiple active global integration programs to capture deal synergies.
- Restructured M&A integration management office (IPMO).
 - Developed organizational structure, talent acquisition strategy, governance and performance metrics.
 - Created and influenced culture shift from status reporting to performance measures and KPIs.
 - Instituted first-time operational excellence capabilities to ensure synergy capture and sustainment.

Genesis Care

February 2021 to July 2021

SVP, Global Head of Corporate Programs (EPMO contract)

- Partnered with senior leadership to drive governance structure development and financial performance goal achievement.
- Created global PMO organization to drive \$80 million business transformation with over 5,000 employees across 250 major initiatives in Australia, UK, Spain and US.
 - Led global VPs, directors and PMs in strategic planning and program execution to promote operational excellence and improve financial management.
 - Developed PMO competency map and prioritized talent acquisition in partnership with HR.
 - Led monthly reviews of operational and capital expenditures and portfolio business cases to support strategy/resource/ROI alignment. Led transformation programs (Salesforce, Workday, SAP, QMS and clinical) for global business operations and new product delivery.

MetLife

September 2018 to May 2020

AVP, Program and Portfolio Management (PMO), US Business - Global Technology

- Led financial performance planning/management program and portfolio management of US business portfolio worth over \$800 million P&L across 1,500 programs and initiatives.
 - Directed three verticals consisting of planning, financial governance and financial management.
 - Managed organizational structure, talent acquisition and financial performance goals.
 - Led reviews of portfolio business cases to ensure strategy/ROI alignment and prioritization.
- Led turnarounds of high-risk programs requiring over \$3 million capital spend.
- Directed development of portfolio funding governance, LPM methodologies and KPIs to maximize ROI.
 - Integrated program and portfolio industry standards, SAFe methods and performance metrics.
 - Significantly transformed division execution performance and real-time executive dashboards.

HCSC (Blue Cross Blue Shield)

April 2017 to December 2017

Division Vice President of Program and Performance Management

- Managed turnarounds and performance improvement projects including P&L risk mitigation for clients worth \$100 million to over \$1 billion.
- Led design, standup, integration and execution of new performance excellence consulting organization providing business consulting, PMO, business operations strategy and integration.
 - Led 4 direct reports and 100 team members across 5 states.
 - Managed organizational structure, talent acquisition/strategic recruitment and training.
- Recognized for implementing a business continuity coordination team and crisis management process during Hurricane Harvey that leveraged latest technologies, mitigating costs and minimizing erroneous claims and approvals due to system failures.

Raytheon

November 2005 to March 2017

Senior Manager, PMO and Client Engagement, IDS - Global Technology ***December 2016 to March 2017***

- As part of the executive leadership team, owned \$1.5 billion IT PMO and Business Capture Management function supporting a \$6+ billion business unit.
 - Provided vision, strategy and execution guidance and P&L ownership for a national virtual team of 50 with 2 direct reports.
 - Directed team in application of program management and Agile methodologies including EVMS KPIs and P&L reporting tools that improved customer experience and led to multiple follow-on business opportunities.
- Collaborated with senior executive leaders across multiple strategic business units, external customers and product lines.
- Led monthly operational reviews including new business, risk analysis and financial performance.

Senior Manager, Enterprise Business Consultant

August 2007 to December 2016

- Partnered with business unit leaders to drive formulation, communication and execution of business strategy, financial performance (AOP) and business operations leading to \$1 billion in growth.
- Directed multiple M&A capture, integration and corporate turnaround projects valued at \$500+ million assuring revenues exceeding \$250 million.
 - Led acquisition planning and budget, strategy market analysis, product strategy, due diligence and execution across the DoD and commercial industries.
 - Led Day 1 to Day 90 readiness planning and post-deal integration for PMO, IT transformation, change management and business operations.
- Led portfolio management of large complex enterprise-wide initiatives, producing \$20 million cash, \$3.4 million operating profit, \$10 million cost reductions and \$500,000 risk reductions and exceeding annual cash performance goals.
 - Served customers and suppliers in North America, APAC and South America.
 - Applied ERP/MRP systems knowledge and LSS methods to improve business performance.
 - Trained, coached and qualified employees in Lean Six Sigma (LSS) methodologies.
- Sponsored and managed two-year business unit engineering rotation program, leading high-potential junior employees through technical and non-technical rotations to develop and retain top talent.

Program Manager, Space and Airborne Systems

November 2005 to July 2007

- Delivered PMO leadership for \$2 million P&L portfolio for U.S. Air Force and Navy UAV program.
- Managed OCONUS-deployed field services \$1 million contract with a staff of six in rotation.

Perlos, Inc.

February 2005 to October 2005

Senior Program Manager

ITT Inc.

August 2002 to August 2004

Program Manager, Business Development

MCI WorldCom

November 2000 to June 2002

Program Manager

Foxboro Company (Invensys)

August 1997 to October 2000

Control Systems and Integration Engineer

Education

- Executive MBA, Cox School of Business, Southern Methodist University (SMU), Dallas, TX, 2009
- BS, Electrical Engineering, McNeese State University, Lake Charles, LA, 1997

Certifications

- Certified, Project Management Professional (PMP)
- Certified, Lean Six Sigma Black Belt
- Certified, Earned Value Management
- Trained, Lean Portfolio Management and Agile/SAFe, Scaled Agile, Inc.

Selected Achievements and Board Service

- Member, Associate Board of Directors, Cox School of Business, SMU, 2020 - Present
- Member, Alumni Board of Directors, Cox School of Business, SMU, 2011 - Present
- Recipient, Black Alumni History Makers Award, SMU, 2017
- Recipient, Global Mentoring Excellence Award, Raytheon, 2012
- Recipient, Raytheon Honors, Raytheon, 2008, 2011
- Recipient, Raytheon's Women to Watch Award, Raytheon, 2009
- Honors Graduate, Cox School of Business, Beta Gamma Sigma, SMU, Dallas, TX, 2008-2009