

Melody Tam, PMP

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Executive Summary

Strategic project manager and business operations consultant with 10+ years of experience solving complex problems across healthcare, education, and tech-adjacent industries. Adept at leading cross-functional teams, optimizing workflows, and building scalable systems that reduce inefficiencies and drive measurable impact. Skilled in managing global remote teams and building strong stakeholder relationships rooted in trust and clear communication—delivering high-impact results in fast-paced, dynamic environments. Based in New York, with flexibility to work across global time zones.

Accomplishments

- Recovered \$20M+ in untracked funds by identifying accounting gaps and implementing financial oversight systems across a \$40M+ grant portfolio.
- Led cross-functional remote teams on international research and digital transformation initiatives, aligning compliance and stakeholder objectives across time zones.
- Developed business intelligence dashboards in Power BI and Excel, automating KPI reporting and reducing manual workflows by 75%.
- Transformed a global medical conference into a profitable event by securing \$500K+ in educational grants and building a sustainable fundraising model.
- Created centralized digital knowledge hubs and SOP libraries that streamlined onboarding, reduced turnover disruption, and improved cross-team consistency.
- Built full-service e-commerce platforms with integrated payment systems and automation tools, improving operational efficiency and customer experience.

Key Skills & Technical Proficiencies

Core Competencies

- Strategic Project Management (PMP-Certified)
- Cross-Functional & Remote Team Leadership
- SOP Design & Process Optimization
- Relationship-Driven Stakeholder Engagement & Change Management
- Digital Transformation & Workflow Automation
- Financial Oversight, Budgeting & Grant Compliance
- KPI Development & Data Visualization
- Scalable Systems Design & Operational Efficiency

Technical Proficiencies

- BI/Analytics: Power BI (Advanced), Excel (Advanced), Tableau
- PM & Workflow: Jira, Trello, Visio, DocuSign, Make
- AI Tools: ChatGPT, Claude, Deepseek (workflow optimization)
- Web & Design: WordPress, HTML (basic), Adobe Pro, Photoshop
- Collaboration: Google Workspace, Microsoft Teams, SharePoint
- Finance & Grants: QuickBooks, ERP Systems, Grants.gov, Turquoise

Professional Experience

Brighton Health Plan Solutions | New York, NY (Remote)

Provider Strategy & Program Implementation Manager | 2023 – Present

Collaborate with cross-functional remote teams across time zones to lead provider network expansion, improve operational efficiency, and drive strategic initiatives.

- Built and deployed user-friendly Power BI dashboards adopted across multiple teams, enhancing visibility into contract workflows and promoting a data-driven performance culture.
- Created custom tracking systems to monitor provider contracting progress across recruitment projects, enabling real-time analytics and KPI measurement where none existed previously.
- Standardized documentation processes and engineered backup protocols to improve data integrity, reduce redundancy, and ensure business continuity.
- Led the creation of a centralized SOP repository by collaborating across departments, eliminating misrouted requests and improving internal handoffs.
- Streamlined provider intake and communication workflows, reducing operational delays and improving service responsiveness.
- Conducted utilization data analysis to identify high-impact business segments and inform targeted recruitment and reimbursement strategies.

- Led compliance and financial audits to uncover contract discrepancies, enforce adherence, and mitigate revenue leakage through data-driven improvements.

Icahn School of Medicine at Mount Sinai | New York, NY (Remote)

Program Manager (Progressed from Admin Asst to Program Manager) | 2013–2023

Led international research, finance, and operations initiatives—driving multimillion-dollar grant performance, streamlining global workflows, and building scalable systems to support long-term growth and compliance.

- Oversaw a \$40M+ portfolio of federal and commercial grants, managing budgeting, forecasting, RFP submissions, and regulatory compliance across multiple programs.
- Recovered \$20M+ in untracked funds by identifying financial discrepancies and implementing internal controls, audit protocols, and improved accounting systems.
- Directed global research projects and digital initiatives, aligning compliance requirements and leading remote teams across international time zones.
- Secured \$500K+ in educational grants to transform an underfunded global medical conference into a profitable, industry-recognized event.
- Built centralized digital knowledge hubs and SOP libraries, reducing onboarding time, minimizing turnover disruption, and ensuring process consistency.
- Standardized compliance workflows, cutting process time by 25% and enhancing operational transparency across departments.
- Led collaboration with communications teams to revamp digital content strategies, improving stakeholder engagement and enhancing visibility for international programs.
- Developed custom productivity templates to streamline data sharing and improve documentation quality and consistency by 25%.

Independent Consulting Projects

Contract | Mitigant Investigations Group LLC

Business Operations Consultant | 2023 - Present

- Advised on entity structuring and strategic operations planning to establish a scalable foundation supporting future growth and service expansion.
- Designed and implemented standardized workflows for intake, case tracking, and documentation to reduce errors, increase efficiency, and support investigative operations.
- Developed an integrated financial tracking system aligning expense management, revenue oversight, and P&L reporting to improve business intelligence and budget control.
- Built a centralized knowledge system with SOPs, templates, and intake forms to improve compliance, training, and knowledge retention.

Contract | Learn MSK Sono | Remote

Strategic Advisor & Operations Consultant | 2019 – 2024

- Guided business formation and infrastructure design, advising on scalable operations, entity structure, and sustainable growth strategies.
- Developed a standardized, repeatable workshop model to streamline curriculum, logistics, and execution for live ultrasound training events.
- Built and launched a full-service e-commerce website with automated course registration and secure payment systems to improve client experience and reduce administrative workload.
- Directed logistics and workflow execution for in-person workshops, optimizing event flow, resource coordination, and participant satisfaction.

Certifications

Project Management Profession (PMP), Project Management Institute, Certification No. 2703058 (Issued 2020)

Education

B.A. in Psychology, Southern New Hampshire University – Manchester, NH

A.A.S. in Broadcast Technology, Boise State University – Boise, ID