

# Melody Tam

New York, NY | Global Remote (US & EU Time Zones)

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Fractional & Contract Engagements | Global Remote

## Executive Summary

### Fractional PMO Leader & Operational Transformation Consultant (PMP)

Senior Program & Project Leader with 15+ years delivering complex cross-functional initiatives across healthcare, research, and regulated environments. Specializes in stabilizing high-visibility programs, redesigning broken workflows, implementing governance controls, and building executive-ready reporting frameworks. Known for bringing clarity to ambiguous environments and accelerating execution without adding bureaucracy.

Frequently engaged to step into stalled or high-risk initiatives to restore operational momentum and build durable execution infrastructure. Available for contract and fractional engagements globally.

## Fractional PMO & Consulting Capabilities

### Program Stabilization & Governance

- Enterprise project planning and PMO setup
- Cross-functional program oversight and executive alignment
- Operational audits and corrective action roadmaps
- Financial governance, budgeting, and grant compliance
- Workflow redesign and intake architecture
- Interim leadership during restructuring or turnaround

### Performance Infrastructure & Visibility

- Executive KPI dashboards and board-ready reporting
- Portfolio tracking and milestone governance frameworks
- Digital workflow automation (Make.com, DocuSign)
- Data-driven decision support and analytics integration
- SOP ecosystems and knowledge-management systems
- Performance transparency across distributed teams

## Selected Project Highlights

### • Provider Network Intake Redesign (2024–2025)

Led end-to-end redesign of a multi-stakeholder intake and contracting workflow, consolidating fragmented SOPs and restructuring cross-team communication protocols. Reduced operational delays, eliminated misrouted requests, and improved provider responsiveness without additional headcount.

### • \$40M+ Research Finance Recovery & Governance Initiative

Directed a multi-year financial and operational remediation program across a complex grant portfolio. Rebuilt reconciliation workflows, implemented governance controls, and recovered \$20M+ in untracked funds while strengthening long-term compliance and reporting integrity.

### • Executive KPI Dashboard & Reporting Automation

Designed and deployed enterprise-level Power BI dashboards integrating multiple data sources and standardizing executive metrics. Reduced manual reporting time by 75% and improved real-time decision visibility for leadership.

## Tools & Systems

### Analytics & Reporting:

Power BI • Excel (Advanced Modeling) • Tableau

### Workflow & Project Delivery:

Jira • Trello • Visio • SharePoint • Google Workspace

### Automation & Digital Enablement:

Make.com • DocuSign

### Financial & Enterprise Systems:

QuickBooks • ERP Platforms

## Professional Experience

### Innovator Strategies LLC

Founder & Fractional PMO / Operations Consultant

2019 – Present

- Lead operational transformation initiatives for healthcare, education, and mission-driven organizations, redesigning workflows and implementing scalable governance structures.
- Architect KPI reporting systems and executive dashboards (Power BI, Excel) to improve visibility, forecasting, and decision-making.

- Deliver financial remediation and portfolio oversight programs within regulated environments.
- Build SOP ecosystems, intake architectures, and knowledge-management frameworks to support scalable growth.
- Provide interim PMO leadership during restructuring, system redesign, and cross-functional transformation efforts.

### **Mitigant Investigations Group LLC**

Business Operations Consultant | 2023 - Present

- Designed standardized intake, case-tracking, and documentation systems to increase investigative throughput and reduce errors.
- Built integrated financial tracking and P&L oversight models to improve budgeting discipline and strategic planning.
- Developed SOP libraries and compliance frameworks to support scalable company growth.
- Designed scalable operational architecture and entity governance models to support long-term service expansion.

### **Learn MSK Sono LLC**

Strategic Advisor & Operations Consultant | 2019 – 2024

- Led digital launch of e-commerce and registration systems with automated payment and workflow integrations.
- Designed repeatable workshop delivery models improving logistics, curriculum execution, and participant experience.
- Led end-to-end operational delivery for national and international medical training programs.
- Built documentation systems and productivity tools that reduced administrative burden and improved data consistency by 25%

### **Brighton Health Plan Solutions**

Provider Strategy & Program Implementation Manager (Remote, Contract)

New York, NY | 2023 – 2026

- Delivered enterprise provider contracting dashboards in Power BI, automating KPI reporting and reducing manual reporting effort by 75% while increasing executive visibility.
- Rebuilt provider contracting tracking architecture, enabling real-time analytics, prioritization clarity, and cross-team visibility.
- Designed standardized documentation and continuity frameworks that strengthened data integrity and reduced operational redundancy.
- Consolidated fragmented SOP systems into a centralized knowledge-management repository, eliminating misrouted requests and improving handoffs.
- Streamlined provider intake workflows and communication channels, accelerating processing timelines.
- Conducted utilization and compliance audits to identify revenue leakage risks and implement corrective controls.
- Facilitated cross-functional alignment across contracting, data, and operations teams to improve execution speed and ownership clarity.

### **Icahn School of Medicine at Mount Sinai**

Program Manager (Remote)

New York, NY | 2013–2023

- Directed global research, finance, and operations initiatives across international sites managing a \$40M+ grant portfolio.
- Built budgeting, forecasting, compliance, and executive reporting frameworks for enterprise-scale research programs.
- Led a multi-year financial remediation program that recovered \$20M+ in untracked funds through redesigned controls and audit workflows.
- Coordinated cross-functional stakeholders across finance, compliance, clinical, and research teams to align operational delivery.
- Secured \$500K+ in external grants and transformed a failing international conference into a profitable recurring flagship program.
- Designed centralized SOP libraries and digital knowledge hubs to standardize workflows and reduce onboarding disruption.
- Implemented process redesign initiatives that reduced cycle times by 25% and improved governance transparency.

## **Certifications & Education**

PMP (2020) • B.A. Psychology • A.A.S. Broadcast Technology