

# ADRIANA SALAZAR

Equity-focused program/project leader with over 12 years of experience in human capital optimization, operational improvements & training, and transformative change. Highly adaptable, exceptional communicator, and strategic thinker with expertise in fostering collaboration and enhancing service delivery. Proven commitment to quality improvement and cohesive approaches.

## Professional Designations:

President, Congressional Hispanic Caucus Institute (CHCI) San Antonio Alumni Chapter | Fall 2022 - Present  
Leadership for Educational Equity Political Leadership Program | Issued 2023  
Diversity, Equity, and Inclusion in the Workplace | Issued 2023  
Certified Scrum Master | Issued 2018  
Certified Texas Contract Manager | Issued 2016

## Relevant Professional Experience:

### JPMorgan Chase

October 2023 – Present

#### Consumer and Community Banking (CCB) Oversight & Controls Vice President

Strategic leader responsible for developing and managing control oversight functions for CCB Agile Product teams who own IT applications tasked to support over 4,800 USA branches, 40,000 bankers, and 83 million customers, across all lines of business, to optimize the human interaction between the customer and banker.

- Foster operational excellence by ensuring IT agile product teams are kept abreast of evolving regulations leveraging open & cross-functional communications involving multiple stakeholders
- Collaborate with the three lines of defense (LODs) to foster & maintain a strong compliance culture

### HCL America Inc.

August 2016 – March 2023

#### Risk Management Advisor for USAA client | April 2020 – March 2023

Management leader responsible for overseeing the integrity of the Contact Center Technologies (CCT) operations by helping identify and mitigate risks associated with technology systems, ensuring compliance with regulations, and implementing operational risk management strategies.

- Effectively managed over 50 known risks for IT cross-functional teams to ensure mitigation reached within agreed-upon timelines using agile methodologies (i.e. Epic/Stories/Backlog)
- Increased efficiency of the former three-month onboarding process to two weeks by designing an internal training system for staff to navigate risk and compliance caseload independently
- Devised, developed, and documented training process for the First LOD to understand the role's operational risk threshold and compliance process responsibilities to support business execution

#### Quality Improvement Manager for USAA client | December 2017 – March 2020

Strategic management leader entrusted to develop and implement best practices for 15 IT teams to ensure compliance with internal & external regulations and enterprise strategy alignment.

- Managed five collaborative IT projects for the Contact Center Technologies (CCT) organization concurrently due to my strong stakeholder communication and management capabilities
- Spearheaded the creation of high-quality project documentation that targeted short- and long-term targets, influencing & aligning technical team leads, audit end-users, and business partners

#### Strategic Planning Manager: Human Capital | August 2016 – September 2017

Senior Manager fostered and optimized onsite, nearshore, and offshore workforce management relationships within the contact center services. Improved vendor workforce scheduling operations by implementing strategic plans scaling USAA's 30-second Average Handle Time (AHT) business goal.

- Improved 3<sup>rd</sup> party vendor data analytics reporting for Contact Center Services' offshore offices in Mexico and India, comprising 100+ staff in each location through effective strategic planning
- Influenced offshore management to improve business operations, devised and developed training material for offshore staff, and trained over 100 staff to increase efficacy & implement change mgmt..

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- Drove project execution and quality requirements for offshore offices to meet project objectives and contract deliverables for the short-term and long-range planning of the workforce

## **Texas Health and Human Services Commission (HHSC)**

**July 2011 – July 2016**

### **Claims Administrator Contract Oversight Coordinator, Medicaid/CHIP | October 2015 – July 2016**

Responsible for overseeing Medicaid/CHIP budget, billing, and contract compliance contracts.

- Monitored communication and payment processes with inter- and intra-governmental stakeholders regarding two Medicaid Management Information System contracts (valued over \$730mm and \$35mm) to ensure billing schedules commensurate with service delivery
- Devised content and influenced finance organizational training guide to improve standardized business practices for non-finance staff to yield high-impact product/contract centered operations

## **Healthcare Policy Analyst | January 2015 – October 2015**

Policy expert responsible for developing and enhancing Medicaid for the Elderly and People with Disabilities (MEPD) programs to simplify and improve client experience and expand accessibility.

- Led cross-organizational agency stakeholders to develop and implement policies and procedures that would impact Texans' access to healthcare
- Communicated changes in the law and internal policy to staff and executive management by drafting summaries, reports, strategic plans, and analysis and providing distribution
- Conducted complex policy research and analysis of federal and state laws, rules, and regulations to provide influential guidance to ensure compliance with federal and state law

## **Contract Specialist | July 2013 - January 2015**

Responsible for overseeing the 22 statewide Aging and Disability Resource Center (ADRC) vendors' contractual activities and expenditures, contributing to the successful delivery of statewide ADRC services.

- Participated in the review process for Request for Proposals, selected vendors' planning budgets & scope of work, and conducted monitoring of vendors' submitted expenditures to ensure contract compliance of operating programs business strategy model
- Devised and facilitated budget and accounting informational meetings comprising expenditure projections/verifications and composition of management-level expenditure reports to ensure agency/department-wide reflects alignment to Texas Prompt Payment law

## **Volunteer - Congressional Hispanic Caucus Institute (CHCI) – San Antonio Alumni Chapter President**

- Recruit alumni for their time and talent
- Create and design the chapter infrastructure framework
- Develop a 12-month strategy roadmap and a 12-month social media content marketing outline
- Foster relationship-building by increasing alumni engagement and creating community partnerships
- Identify alumni chapters' milestones and create consultative outreach proposal for the National Board to streamline and standardize chapter operations

## **Education – The University of Texas at San Antonio**

- Master of Arts - Political Science
- Bachelor of Arts – Political Science, minor in Sociology