

Angie Aikens

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PROFESSIONAL SUMMARY

Builds the programs organizations can't afford to get wrong. With 12 years operating at the VP, SVP, and EVP level across engineering, healthcare technology, SaaS, and product organizations, drives the structure, execution discipline, and cross-functional alignment needed to take work from ambiguous mandate to running infrastructure. From standing up compliance programs that achieved 100% compliance and zero audit findings to designing engagement initiatives for 20,000-person audiences. Onboarded 360 implementation managers across five continents and drove a 25-point improvement in customer satisfaction through program design alone. Active practitioner of Claude, ChatGPT, and agentic workflows as core operating tools for planning, communications, and program delivery.

PROFESSIONAL EXPERIENCE

Oracle Health | Principal Program Manager, BizOps & Engagement | 6/2022 – Present

- Design and execute all-hands events at two scales: quarterly for a 10,000-person organization and biannually for a 20,000-person audience, across onsite, hybrid, and virtual formats, coordinating global production teams, pre- and post-event communications, and executive stakeholders under compressed timelines.
- Lead skill-building and networking programming for a manually curated global population within a 10,000-person organization, delivering 10 sessions across Product Management, Program Management, and Engineering with approximately 200 participants per session, sustaining 85% or better RSVP-to-attendance by anchoring program design in employee survey data and leadership-identified gaps.
- Served as cross-functional integration lead across HR, TA, Finance, and business leadership during a six-month Cerner integration period, surfacing conflicts, tracking milestones, maintaining executive visibility across milestones and blockers, owning the requisition tracking process, and presenting in TA's hiring training for incoming Cerner managers.
- Rebuilt compliance training infrastructure from the ground up after Cerner's legacy training system was retired post-acquisition, achieving 100% compliance and zero audit findings across every review since launch; the v1 covered 10,000 employees and HR subsequently adopted the model for broader organizational use, extending reach to 20,000-plus employees across three additional verticals.
- Designed and executed a year-long values rollout across a 10,000-person engineering organization, developing the launch framework in under a month, producing 11 video installments in Camtasia published monthly alongside written communications, with the rollout model subsequently adopted by HR for broader use.
- Built digital badging program from scratch, launching 8 badge types within the first year and providing employees at every level a tangible record of achievement to reference in performance conversations.
- Managed two direct reports while holding an IC title, delivering ongoing feedback, growth planning, and performance reviews, and driving a full performance improvement process.

Oracle Cloud Infrastructure | Senior Program Manager, Business Management | 11/2020 – 6/2022

- Partnered with Gartner to design and run an organizational maturity initiative across a 1,000-person engineering organization, surveying 200 senior ICs and managers, converting survey findings into prioritized improvement roadmaps, building the presentation and next steps proposal for executive leadership, and owning approved follow-on work through completion.
- Ran an employee satisfaction survey across the same organization, achieving a 70% response rate, then designed The Whole Engineer, a program that closed systemic gaps in tools, coaching, and remote work support, reaching approximately 800 employees with continuous metric monitoring in weekly reporting.
- Built operating infrastructure from the ground up, including WarRoom in a Box and a manager toolkit standardizing meeting structures and expectations across distributed customer support leadership; redesigned the roadmapping process, reducing time spent by approximately one-third.
- Owned the rhythm of business for the organization including monthly business reviews, all-hands planning and execution, resource matrix tracking, and hiring pipeline oversight.

NICE inContact | Partner Program Manager, Certified Partner Program | 6/2018 – 11/2020

- Built the certified partner program from the ground up in under six months, authoring the full partner onboarding manual, certification paths, KPI frameworks, rewards structure, and escalation processes used across partner types globally.
- Owned partner relationships as primary point of contact and escalation owner across a portfolio of certified partner organizations, advising senior leadership, project managers, and platform engineers on implementation troubleshooting, configuration guidance, and day-to-day program questions.
- Conducted quarterly business reviews with partner leadership, tracking performance against KPIs and driving corrective action when targets were not met.
- Built the program infrastructure and documentation that enabled global expansion across Australia, Brazil, and EMEA, supporting the onboarding of over 360 implementation managers across five continents; during rollout, time-to-turn-up improved 18% quarter over quarter and support case resolution time dropped from 28 hours to 15 hours as partner volume scaled.
- Program design drove a 25-point improvement in customer satisfaction scores across the partner program.

NICE inContact | Staff Implementation Manager | 10/2017 – 12/2019

- Managed end-to-end implementations for clients ranging from small businesses to large enterprises, translating business needs into system configurations and advising on design decisions, including how technical choices would affect customer experience and call metrics.
- Maintained 100% customer satisfaction across all customers, managing client relationships, risk, and change control from kickoff through go-live.
- Retained by a client to complete a complex multi-site implementation concurrently with a promotion into a new role.

CORE COMPETENCIES

Executive Partnership | Chief of Staff Operations | Cross-Functional Program Execution | Strategy & Business Operations | Organizational Effectiveness | Change Management | Adoption & Enablement Planning | Headcount & Resource Planning | Program Design & Scaling | Culture & Engagement Strategy | Enablement Program Design | Recognition & Rewards Programs | Executive Communications | Data-Driven Decision Making | Operating in Ambiguity | AI Tool Fluency & Workflow Integration | Risk Mitigation | Training Creation | Execution Oriented | Stakeholder Management | Operational Framework Design | Strategic Thinking

Microsoft 365 | Salesforce | Confluence | Jira | Smartsheet | Trello | Camtasia | Slack | Zoom | Adobe Acrobat | Claude + ChatGPT | Agentic Workflows

COMMUNITY LEADERSHIP

Women Helping Women Fund of Spokane | 2024 – 2025 | Allocations Board Member

Reviewed and evaluated nonprofit grant applications, interviewed organizations, and participated in funding allocation decisions for the annual grants cycle.

Women Helping Women Fund of Spokane | 2024 – Present | Contributing Member

Junior League of Salt Lake City | 2016 – 2020 |

Various committee roles focused on training, community advocacy, and special events

EDUCATION

Master of Science, Management and Leadership | Western Governors University

Bachelor of Science, Family Studies | Weber State University