

SEAN J. ARTHUR, PMP

AI & Automation Program Management for Regulated Organizations

Long Island, NY • seanjarthur@pm.me • linkedin.com/in/seanarthur

PROFESSIONAL SUMMARY

PMP-certified program and project leader who helps IT and operations leaders in regulated organizations adopt AI and automation with clear ownership, sound governance, and people ready to use new tools. 15+ years in IT operations and service delivery across financial services, healthcare, and enterprise IT, with a track record in government IT. Most recently a Project Director at the New York State Office of Information Technology Services, owning product management, UX/UI and human-centered design, requirement traceability, and the compliance/traceability matrix for a project within New York's Integrated Eligibility System (IES) modernization program, which covers SNAP, HEAP, and Temporary Assistance. Introduced AI-assisted document review to speed requirement traceability, and built an AI agent that traces requirements to evidence, using the Claude Agent SDK. Brings the buyer-side view: contracting, vendor selection, security review, and contract governance. Open to full-time roles and to consulting engagements through Arthur AI Advisory.

PROGRAM & GOVERNANCE CAPABILITIES

- Solicitation Review & Requirement Traceability
- Executive Reporting & Dashboards
- Contracting & Contract Governance
- Budgeting & Forecasting
- IT Governance & Policy
- Risk, Issue & Change Control
- Compliance Matrices & Checklists
- Vendor Selection & Evaluation
- Vendor Risk & Security Review
- Program Governance & Portfolio Intake
- Integrated Scheduling (MS Project)
- Senior Stakeholder Alignment

SELECTED ACHIEVEMENTS

- **Public-sector project leadership:** As Project Director for a project within New York's Integrated Eligibility System (IES) modernization program (SNAP, HEAP, Temporary Assistance), owned product management, UX/UI and human-centered design, and requirement traceability, plus the project's governance, scheduling, budgeting, forecasting, and contracting.
- **Requirement traceability:** Introduced AI-assisted document-review automation to accelerate requirement traceability and owned the project's compliance/traceability matrix in a regulated environment.
- **Leadership at scale:** Led a 40-person technical team across the US, Canada, and India at Broadridge, developing and maintaining client SLAs and consistently meeting or exceeding targets.
- **Building with AI:** Built an AI agent that traces requirements to evidence, using the Claude Agent SDK (May 2026), and uses Claude, Grok, and Perplexity daily for research, drafting, and analysis.

PROFESSIONAL EXPERIENCE

Independent Consultant – AI & Automation Adoption for Regulated Organizations Jun 2026 – Present

Arthur AI Advisory (freelance), Remote (Long Island, NY)

- Help regulated organizations (financial services, healthcare, and enterprise) adopt AI and automation: AI and automation strategy, use-case and vendor evaluation, program governance, requirement traceability, and change management so new tools get used.
- Build with AI daily, including an AI agent that traces requirements to evidence, built with the Claude Agent SDK.

Project Director

Jan 2025 – May 2026

NYS Office of Information Technology Services, Albany, NY

- Directed a project within New York's Integrated Eligibility System (IES) modernization program, which covers SNAP, HEAP, and Temporary Assistance; worked across program workstreams and owned product management, UX/UI design, and human-centered design for the project.
- Owned requirement traceability and the project's compliance/traceability matrix; introduced AI-assisted document-review automation to accelerate traceability in a regulated environment.
- Owned project definition, scoping, governance, and work planning, in line with enterprise portfolio management practices including intake, reviews, and annual planning.

- Managed integrated scheduling, budgeting and forecasting, resource planning, and contracting for the project; monitored staff deployment and workload.
- Built status dashboards and scorecards; reported project risk, issues, and change control to executive leadership, and built change management into delivery.
- Part of the IES team that rolled out a child support online application, which reached 2,200 enrollments.

Epic Credentialed Trainer – Cogito Analytics

Sep 2024 – Jan 2025

Northwell Health, Manhasset, NY

- Delivered classroom and virtual training on Cogito analytics for a large-scale enterprise Epic EHR rollout; led feedback sessions and cross-department coordination for deployment readiness.

Hospitality Liaison

Jul 2023 – Sep 2024

Northwell Health, Manhasset, NY

- Coordinated support service operations across multiple hospital departments and assisted patients, families, and visitors, escalating issues to the appropriate departments for timely resolution.

IT Project Manager

Apr 2022 – Jul 2023

LincolnIT, Hicksville, NY

- Led vendor selection, security review, and contract governance, managing supplier performance and compliance across diverse client environments.
- Managed infrastructure modernization, cloud migrations, and vendor-managed implementations against integrated schedule, budget, and quality targets.
- Defined adoption metrics and delivery roadmaps tying technology investments to measurable business outcomes.

Route Sales Representative

Oct 2021 – May 2022

Bimbo Bakeries USA, Long Island, NY

- Managed a route of supermarket and retail accounts for brands like Sara Lee, Entenmann's, Thomas', and Dutch Country; earnings tied to store sales, so ordering, merchandising, and account relationships drove results.

Independent & Contract Work

Sep 2019 – Oct 2021

Contract and short-term roles, Long Island, NY

- ASM Global Live (Sep – Dec 2019): arena operations, converting and prepping the floor for hockey, basketball, and events.
- Jiffy Junk (Apr 2020 – Oct 2021): project management, sales, and marketing for a junk-removal company.

Career Sabbatical – Family Caregiving & Professional Development

Sep 2016 – Sep 2019

Long Island, NY

- Primary caregiver for two ill parents. Kept income coming and skills current with short-term contract and gig roles in operations and customer-facing work, and completed Stony Brook's PM with Agile certificate (2019).

Director, Technical Services

Aug 2014 – Sep 2016

Broadridge Financial Solutions, Edgewood, NY

- Led incident and problem management for a team of 40 technical professionals across the US, Canada, and India.
- Developed and maintained client SLAs, consistently meeting or exceeding targets; oversaw selection and implementation of ITSM tools aligned with business needs.
- Implemented incident, problem, change, and service-level management processes, backed by regular reviews and audits.
- Advised senior management on resource planning, budgeting, and technology investments; served as liaison between technical teams and clients.

Earlier Roles — Network Technician to Manager Network Control

Sep 2004 – Aug 2014

Broadridge Financial Solutions, Edgewood, NY

Manager Network Control (2011–2014) • Technology Services Operations Supervisor (2008–2011) • LAN Administrator (2005–2008) • Network Technician (2004–2005)

CERTIFICATIONS, EDUCATION & TOOLS

PMP, PMI #2821135 (earned Nov 2020) • Stony Brook University: Certificate in Project Management with Agile (2019)
Tools: MS Project, Microsoft 365, SharePoint, Excel (advanced), Power BI, Tableau, Cognos, Jira, ServiceNow, BMC Remedy, ConnectWise, Salesforce, Epic (Cogito) • Agile & Waterfall, ITIL, Portfolio Management, Vendor Risk Assessment