

Anya Sosa

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SUMMARY

Senior **strategic projects** and **portfolio** leader with 11 years of experience translating enterprise priorities into executable programs across **medical technology**, customer operations, supply chain, and business transformation. Leads complex cross functional portfolios in matrixed environments, combining **Chief of Staff** discipline with program governance, executive decision support, financial oversight, and change leadership. Experienced in portfolio intake and prioritization, roadmaps, risk and decision governance, business cases, budgets, benefits tracking, KPI reporting, and value realization across United States, Canadian, and Latin American operations. Trusted partner to senior leaders, simplifying ambiguous issues through scenario planning, structured recommendations, and concise executive communications. Connects customer priorities, resources, financial implications, and execution detail to improve decision quality, accountability, customer experience, and operational performance.

EXPERIENCE

Senior Manager, Strategic Portfolio

March 2022 - Present

Crestline Surgical Technologies

Morristown, NJ

Directs an integrated portfolio of customer operations and transformation initiatives across United States, Canada, and Latin America. Partners with regional leaders as a Chief of Staff, guiding governance, executive decisions, financial oversight, change adoption, and value realization.

- Aligned portfolio roadmaps, **dependencies**, and resources with executive priorities across three regional markets.
- Established **intake** criteria that improved decisions on initiative **approval**, pausing, rescoping, combination, and closure.
- Shaped leadership agendas and decision forums, strengthening follow through across **customer solutions** stakeholders.
- Connected program budgets, benefits, risks, and KPIs through dashboards used in executive reviews.
- Escalated delivery threats with accountable owners, mitigation plans, and clear options for senior leaders.
- Guided communication and readiness plans for **digital transformation** and **process harmonization** initiatives.

Program Manager, Customer Operations Transformation

July 2019 - February 2022

Asteron MedTech

Parsippany, NJ

Led multi workstream customer operations programs spanning order support, service processes, technology releases, **supply chain** interfaces, and regional adoption. Converted operational needs into roadmaps, governance routines, financial views, executive choices, and sustained process change.

- Led customer operations programs from scope definition through implementation, **benefits** review, and closeout.
- Mapped **technology**, training, readiness, and regional dependencies before customer facing delivery was affected.
- Prepared PowerPoint and **Excel** scenarios clarifying timing, resource, customer, and financial tradeoffs.
- Reconciled program forecasts with **Finance** actuals, documenting corrective actions when assumptions changed.
- Facilitated leadership reviews with explicit decisions, owners, and due dates across matrixed teams.
- Built readiness checkpoints and **communications** supporting standardized service adoption across country operations.

Senior Project Manager, Business Operations

June 2017 - June 2019

BluePeak Health Devices

Bridgewater, NJ

Managed **business operations** projects linking customer service, distribution, supply planning, commercial teams, and technology in a regulated medical device environment. Supported planning, **business cases**, readiness, implementation, executive reporting, and operational continuity.

- Linked customer service, distribution, supply planning, and technology workstreams through shared delivery plans.
- Created charters, schedules, **action logs**, **risk registers**, and decision records for sponsor visibility.
- Analyzed customer support trends in Excel, turning process friction into prioritized improvement initiatives.
- Coordinated implementation readiness, training needs, cutover decisions, and post launch follow up.
- Consolidated costs, resources, benefits, and risks for annual planning and business case development.
- Produced **executive updates** connecting delivery status with customer impact, continuity, and financial considerations.

Project Manager, Customer Solutions

June 2015 - May 2017

HarborPoint Medical Products

Newark, NJ

Managed customer solutions projects involving service request workflows, order support, supply chain handoffs, and issue resolution for hospital and clinical customers. Facilitated requirements, option analysis, implementation planning, communications, training, and adoption follow up.

- Managed service workflow projects for hospital and clinical customer support operations.
- Mapped customer and **supply chain** handoffs, exposing ownership gaps and escalation points.
- Maintained schedules, issue logs, decisions, and status reports for concurrent initiatives.
- Facilitated workshops that clarified requirements, evaluated options, and confirmed implementation actions.
- Built Excel analyses and PowerPoint presentations summarizing service findings and operational benefits.
- Coordinated training, user communications, and adoption follow up during process changes.

PROJECTS

Americas Portfolio Governance Transformation 📅 2024

Created a disciplined portfolio model connecting intake, prioritization, roadmaps, dependencies, risk, financial impact, executive decisions, and value realization across regional operations.

Customer Operations Process Harmonization 📅 2021

Standardized service processes across country teams through readiness planning, stakeholder workshops, communication plans, training coordination, and adoption checkpoints.

Integrated Business Performance Reporting 📅 2019

Connected budgets, actuals, benefits, risks, milestones, and customer outcomes in executive reporting that supported faster decisions and clearer accountability.

LEADERSHIP & AWARDS

- Portfolio Governance Recognition, Crestline Surgical Technologies, 2024
- Customer Operations Transformation Recognition, Asteron MedTech, 2021
- Project Management Professional credential, Project Management Institute, 2020

EDUCATION

Bachelor of Science in Business Administration

2015

Rutgers University GPA: 3.5

New Brunswick, NJ

Coursework: Operations management, supply chain management, financial analysis, organizational behavior

CERTIFICATIONS

- Project Management Professional, Project Management Institute 📅 2020
- Prosci Change Management Certification 📅 2022

TECHNICAL SKILLS

- **Microsoft Office:** PowerPoint, Excel, Teams
- **Portfolio Management:** Intake, prioritization, roadmaps
- **Project Management:** Charters, milestones, closeout
- **Financial Management:** Budgets, forecasts, actuals
- **Governance Tools:** Decision logs, action logs, dashboards
- **Risk Management:** Risk registers, mitigation plans, contingencies
- **Performance Reporting:** KPIs, benefits, value realization
- **Executive Communications:** Briefings, presentations, talking points
- **Change Management:** Readiness, adoption, communications
- **Supply Chain Operations:** Planning, distribution, order support
- **Process Improvement:** Harmonization, simplification, productivity
- **Stakeholder Facilitation:** Workshops, forums, leadership reviews

SKILLS

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|------------------------|----------------------|---------------------------|--------------------------|
| • Portfolio management | • Medical technology | • Executive communication | • KPI reporting |
| • Program management | • Supply chain | • Change management | • Continuous improvement |
| • Chief of Staff | • Risk management | • Business cases | • Microsoft PowerPoint |
| • Customer solutions | • Scenario planning | • Value realization | |

PROFESSIONAL AFFILIATIONS

- Project Management Institute, member since 2020
- Women in Medical Technology Leadership Network, participant since 2022

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST