

# Kristi Borylo

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## PROFESSIONAL PROFILE

Accomplished, client-centric professional with over 15 years of proven success leading teams to deliver strategic initiatives, new products, and services on schedule and within budget. Proven leader with exceptional communication and motivational skills, fostering trust and effective collaboration with executive leadership, project sponsors, and internal teams. Experienced in defining processes and best practices for project delivery, ensuring efficiency and desired outcomes. Proficient in change management, adept at guiding organizations through transitions and transformations to achieve strategic goals. A strategic thinker and change agent who successfully mentors future leaders. Expertise includes:

- Leadership
- Team Development
- Mentor
- Process Improvement
- Business Acumen
- Client Experience
- Customer Advocate
- Strategic Partner
- Waterfall Methodology
- Agile Methodology
- Project Management
- Risk Mitigation

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## EXPERIENCE

Blue Cross Blue Shield, Kansas City, MO

*Director, Enterprise Project Management Office (EPMO)*

2021-current

- Leads the organization's Enterprise Project Management Office (EMPO), overseeing the delivery of strategic initiatives and managing an annual discretionary project budget of \$20M.
- Manages the organization's project intake process for strategic project requests, assessing level of effort, ROI, funding needs, and budget impact. Serves as a member of the strategic governance council to evaluate and prioritize requests in alignment with the organization's strategies.
- Maintains the project lifecycle model, including defining deliverable templates, training, and supporting procedure standards. Continuously evaluates the model for effectiveness and efficiency to achieve project success.
- Launched professional development forums for the team to enhance their skills, share knowledge, and practice real-world skills.

*Manager, Enterprise Project Management Office (EMPO)*

2021-2021

- Managed team of 15 program and project managers, delivering projects that directly aligned with strategic goals.
- Implemented a new project delivery model, ensuring adhered to the methodology, documentation, and best practices. Sponsored Community of Practices (COPs), empowering teams to drive process improvements.
- Guided business partners in understanding program health and served as an escalation point for risks and issues.

*Program Manager*

2020-2021

- Handpicked by leadership to drive the IT delivery of the organization's top strategic initiative, bringing Medicare Advantage (MA) in-house and re-entering the Affordable Care Act (ACA) individual market for 2020. Ensured vendor accountability to meet program commitments and expectations. Revised financial forecasts to accurately reflect the program's \$38M spend, providing increased visibility to leadership.
- Developed best practices for tracking requirements, planning, and progress reporting based on the successful execution of the program, integrating these practices into the delivery model.

Adams Gabbert, Kansas City, MO

*Program Manager, Blue Cross Blue Shield*

2019-2020

- Managed the IT delivery of Spira Care, a high-visibility strategic initiative providing access to care for 30K BlueKC members across six care centers. Partnered with business units to define new features, benefits, and timelines.
- Collaborated with matrixed IT teams to open new care centers, expanding member access. Seamlessly transitioned center management from two to one clinical partner. Implemented an IVR survey tool to capture member experience.

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H&R Block, Kansas City, MO

*Director, Block Advisors*

2016-2019

- Directed a multi-year brand strategy that redefined client experience, evaluated retail footprint, and expanded network to drive client growth. Managed a team of program managers to deliver strategy and support field leadership.
- Delivered a new service model for small business bookkeeping and payroll. Negotiated a multi-year agreement with a software service platform, securing favorable discounts for the enterprise. Managed ongoing vendor relationships, fostering partnerships to drive results.

*Program Director, International*

2010-2016

- Expanded H&R Block brand to two new international markets, ensuring global synergy and a world-class client experience. As a direct report to the President of International, led the international market expansion strategy. Conducted initial market assessments, onsite visits, and partnered with research teams to conduct consumer studies. Prioritized favorable markets, developed market entry plans, and defined service models.
- Organized H&R Block's first-ever Global Summit of Best Practices, gathering business leaders from all markets. Facilitated the client experience workshop, which was ranked as the most effective session of the event.
- Minimized enterprise risk and exposure as a global brand by implementing a global accountability protocol across critical functional areas. Created greater awareness of risk monitoring, mitigation planning, and escalation.
- Served as communication and event coordinator chair of the Women's Network, fostering a supportive community and organizing impactful events to promote professional development and networking opportunities.

*Manager, Technology*

2007-2010

- Managed team of project managers, business analysts and technical consultants charged with delivery of web applications centered on hiring, training, and supporting intranet site of resources and interactive tools.
- Delivered enterprise level program that created industry compliance of tax professionals as defined by IRS and state agencies. Multi-year registration and certification initiative that impacted over 100,000 professionals. United diverse resources to design solutions, while meeting aggressive schedule, budget and resource constraints.

DST Systems, Kansas City, MO

*Manager, Business Analysis*

2000-2007

- Facilitated Business Analyst Bootcamp to train new associates with analytical skills but lacking experience and formal training in delivery methodology, achieving a 95% graduation success rate.
- Developed project delivery methodology for over 200 IT professionals, including templates, responsibility assignment matrix, training resources, and stakeholder review board cadence.
- Served on the usability governance board to drive consistent client experience. Conducted usability sessions to evaluate all interface and site designs, ensuring compliance with product design standards.

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## EDUCATION

Bachelor of Science, Human Environmental Science

University of Missouri, Columbia, MO

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## PROFESSIONAL DEVELOPMENT

- Certified Change Practitioner, Prosci - 2024
  - Emerging Leaders Program, Central Exchange - 2012
  - Certified Usability Analyst, Human Factors International - 2007
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## VOLUNTEER

- Lead to Read KC, Reading Mentor (2023-current)