

SEAN J. ARTHUR, PMP

AI & Automation Program Management for Regulated Organizations

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PROFESSIONAL SUMMARY

PMP-certified program and project leader who helps regulated organizations adopt AI and automation with clear ownership, sound governance, and people ready to use new tools. 15+ years in financial services, healthcare, IT services, and 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 a compliance-traceability AI agent with 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.

PROPOSAL & PROCUREMENT CAPABILITIES

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| ▪ Solicitation Review & Requirement Traceability | ▪ Compliance Matrices & Checklists |
| ▪ Executive Summaries & Win Themes | ▪ Vendor Selection & Evaluation |
| ▪ Contracting & Contract Governance | ▪ Vendor Risk & Security Review |
| ▪ Pricing Support: Budgeting & Forecasting | ▪ Program Governance & Portfolio Intake |
| ▪ IT Governance & Policy | ▪ Integrated Scheduling (MS Project) |
| ▪ Risk, Issue & Change Control | ▪ 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, core to a compliant proposal.
- **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 a compliance-traceability AI agent with the Claude Agent SDK (May 2026) and published a LinkedIn article on what it does well and its current limitations.

PROFESSIONAL EXPERIENCE

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

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

- Help regulated organizations (government and its vendors, financial services, healthcare) 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 the compliance-traceability agent built on 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