

Ken Gardiner

PROJECT / PROGRAM MANAGER • INSURANCE & RETAIL TECHNOLOGY • PMP

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PROFILE

PMP-certified project and technology delivery leader with 15+ years, including 10+ years in insurance across property and casualty underwriting platforms, reporting modernization, data, and regulation. Also brings enterprise retail delivery, product management, and four years of hands-on software engineering. Leads complex initiatives from discovery through implementation, aligning clients, stakeholders, and technical teams around scope, risk, delivery, and measurable outcomes.

Project & program delivery • Insurance technology • Agile & Scrum • Client & stakeholder management • Risk & dependency management • Retail / POS systems • Product management • UAT & QA

EXPERIENCE

Business Architecture Associate Manager / Project Manager

May 2022 - Present

Logic Information Systems (Part of Accenture) • Greater Boston

Lead delivery for complex retail technology implementations spanning Xstore and Jumpmind POS systems, legacy integrations, analytics, and customer data platforms.

- Delivered all custom POS integrations for a national specialty retailer on time and within budget while managing a 15-person team.
- Led an Xstore implementation from discovery through successful completion of development; supported client change requests that generated approximately \$450K in additional revenue.
- Led UAT and source-data QA for a Tableau data mart, identifying and resolving major reporting discrepancies.
- Served as functional lead for a customer data platform, translating client requirements and changes into priorities and daily delivery alignment.

Founder

Aug 2026 - Present

Vital Few Software • New Hampshire

Independent software company building focused learning products and thoughtfully designed web experiences.

- Created and operate Vital Few Prep, a live PMP exam-preparation platform built around realistic decisions, clear explanations, and focused follow-up practice.
- Set product direction, scope, user experience, and accessible design, then built and maintain the web and iOS experiences.
- Run subscriptions, deployment, infrastructure, maintenance, and support while keeping product behavior and content aligned across platforms.

Product Manager - Kroger Application Platform

Nov 2021 - May 2022

Kroger • Remote contract

Product manager on a newly created common platform serving roughly 3,000 software developers, with responsibility for native mobile plus operations and support tracks.

- Owned the native mobile track and helped shape the new platform program, its roadmap, and its value model.
- Drove data collection demonstrating the value of common tools, patterns, and processes across a large engineering organization.
- Coordinated dependencies across workstreams so platform capabilities landed in a usable sequence.

Product Owner - Microservices

May 2021 - Oct 2021

PAR Technology • Remote

Served as the first dedicated Product Owner for a microservices team, representing business intent and collaborating closely with stakeholders and engineers.

- Created epics and user stories and maintained a complex backlog supporting frequent delivery.
- Documented workflows, process maps, and business requirements to make decisions and dependencies visible.
- Partnered with product management to establish the team's first roadmap and define its next steps.

EXPERIENCE CONTINUED

Full-stack Developer

Feb 2017 - May 2021

Liberty Mutual Insurance • Dover, NH

Built and supported a microservices-based property and casualty insurance underwriting system on a cross-functional agile team.

- Wrote maintainable production code using Angular, Java, SQL, and TypeScript.
- Supported implementations and deployments through testing, feature validation, code correction, and production bug fixes.
- Built practical Extreme Programming expertise through hands-on training with Pivotal Software consultants.

Senior Systems Analyst - Business Intelligence

Jun 2014 - Feb 2017

Liberty Mutual Insurance • Dover, NH

Functioned as Product Owner and Senior Systems Analyst for a legacy reporting migration spanning more than 1,500 database tables.

- Developed, tested, and released 100+ Cognos reports for a SAS migration that produced more than \$1 million in annual licensing savings.
- Managed analysis, development, testing, and deployment so reporting solutions met operational needs.
- Helped replace a mainframe-based Perl/COBOL data warehouse with dynamic Cognos and SQL reporting.

ADDITIONAL EXPERIENCE

Co-Owner

2020 - 2022

Creativity Studio LLC - Co-owned and operated a 2,000-square-foot creative retail studio, managing business operations, technology, and the website.

Data Analyst - Business Intelligence

2013 - 2014

Beacon Health Strategies - Developed T-SQL procedures, SSIS algorithms, and Crystal Reports for healthcare data and operational reporting.

Business Intelligence Analyst

2012 - 2013

United Way of Greater Portland - Built an SQL reporting database, automated data imports and cleaning, and created organizational dashboards.

Acting Assistant Actuary / Statistician III

2009 - 2012

Maine Bureau of Insurance - Analyzed insurance filings and statutory data and rebuilt major databases using SQL and Visual Basic.

Lecturer

2005 - 2009

University of Southern Maine - Taught research methods, statistics, judgment and decision making, and social psychology to more than 200 students per semester.

CREDENTIALS

Project Management Professional (PMP)®
Project Management Institute • 2026-2029
Professional Scrum Master™ I (PSM I)
Scrum.org • 2023
Certified Scrum Product Owner® (CSPO®)
Scrum Alliance • current through 2027

EDUCATION

Executive MBA
Quantic School of Business and Technology • 2024
M.S., Computer Information Systems
Boston University • 2015
M.A., Experimental & Quantitative Psychology
University of New Hampshire • 2005
B.A., Experimental Psychology
University of Rhode Island • 1998
Certificate, Full Stack Web Development
The Software Guild • 2017

TECHNICAL FOUNDATION

Java • TypeScript • Angular • Python • SQL • Microservices • AWS • Tableau • Cognos • SAS • SSIS • Crystal Reports • Jira • Confluence