

Enterprise delivery and modernization leader with 25+ years of experience driving clarity, operational excellence, and cross-domain transformation across commercial P&C insurance. Known for developing scalable delivery patterns, improving predictability, and aligning business, engineering, data, and actuarial teams around shared outcomes. Led multi-year modernization across seven lines of business; coordinated 80–100 contributors; improved predictability by 40%; reduced rework by ~80%; and shortened financial close from multiple weeks to under a week. Productized an early LLM-assisted metadata search prototype by shaping business questions and refining metadata inputs until results became reliable and usable for stakeholders. Strengthens partner confidence by surfacing risks early, improving domain clarity, and establishing delivery governance that enables safe, incremental value. Blends hands-on technical fluency (AWS, Snowflake, SQL, automation, CI/CD, orchestration) with calm, pragmatic coaching that elevates teams and accelerates modernization.

CORE COMPETENCIES

Enterprise Delivery Leadership • Modernization Strategy • Dependency Mapping & Sequencing • Multi-Team Orchestration • Business Partner Alignment • Data Quality & Governance • Cloud/Data Platform Architecture • Secure Engineering Practices • CI/CD Oversight • Operational Readiness • AI & Automation Enablement • Cross-Domain Integration • Vendor & Offshore Coordination • Roadmapping • Financial & Risk Transparency • Coaching & Team Development

KEY HIGHLIGHTS

- Improved delivery predictability by ~40% across 15–20 concurrent workstreams by clarifying dependencies, boundaries, and risk visibility.
- Reduced QA churn and reconciliation-driven rework by ~80%, stabilizing flow and lowering operational load.
- Shortened monthly financial close from 2–3 weeks → under 1 week by aligning actuarial, finance, and claims inputs with automated validation.
- Provided delivery leadership for 80–100 contributors across platform, data, engineering, QA, and vendor teams.
- Modernized ingestion, automation, and schema validation across thousands of tables daily, enabling production readiness.
- Supported enterprise-wide modernization across seven lines of business: commercial auto, property, GL, umbrella, BOP, specialty, and agribusiness.
- Strengthened audit readiness, lineage accuracy, RBAC/masking, and secure delivery practices across platforms.
- Served as business–technology bridge across underwriting, claims, actuarial, finance, FP&A, billing, and compliance.
- Coached delivery leads, developers, analysts, and partners to improve communication, clarity, and operational discipline.
- Designed and implemented cross-domain ingestion, lineage, and orchestration patterns supporting enterprise modernization across seven lines of business.

PROFESSIONAL EXPERIENCE

EMC Insurance Companies	Des Moines, IA	2001 – 2025
Senior Manager, Enterprise Data Strategy & Delivery		6/2022 – 7/2025
Directed enterprise data delivery and RunOps governance across seven business domains. Improved delivery predictability, strengthened partner confidence, and matured modernization workflows by aligning expectations, clarifying scope, and improving operational controls.		
<ul style="list-style-type: none">Improved financial close from 2–3 weeks → under 1 week via automation, workflow clarifications, and domain-rule alignment.Reduced QA churn and reconciliation-related rework by ~80%, strengthening reliability and throughput.Coordinated 80–100 contributors across engineering, data, finance, actuarial, and vendor teams.Elevated visibility of risks, dependencies, and value flow for better sequencing and fewer late surprises.Strengthened operational posture via lineage verification, RBAC/masking controls, and audit-ready standards.Partnered with underwriting, claims, actuarial, and finance leaders to align data inputs, ledger mapping, and domain clarity.		

Senior Data Platform & Operations Lead

9/2019 – 6/2022

Led ingestion reliability, schema validation, and CI/CD governance across Snowflake, SQL Server, Oracle, and PaaS systems. Improved operational readiness, deployment consistency, and cross-domain data alignment.

- Automated ingestion and schema validation across thousands of tables daily, enabling predictable release cycles.
- Implemented CI/CD governance (Bamboo, Bitbucket, GitHub), enabling reliable Dev → Test → Prod deployments.
- Authored SOPs for lineage, access control, incident workflows, and release readiness.
- Improved cross-domain data consistency across claims, underwriting, billing, finance, and actuarial inputs.
- Evolved an LLM-assisted metadata search prototype into a usable internal tool by refining prompts, shaping business-use cases, and aligning metadata inputs to improve lineage and asset discoverability.

Enterprise Web & Integration Architect

2012 – 9/2019

Designed and modernized integration patterns and portal workflows supporting agents, employees, and policyholders. Delivered automation for legacy systems and streamlined cross-system data flows.

- Built DOM/UI automation and API integrations to extract and align data from non-modern vendor systems.
- Modernized customer and agent-facing platforms, reducing technical debt and improving stability.
- Served as integration lead for SSO, authentication, and enterprise vendor connections.

EDUCATION & CERTIFICATIONS

B.S., Management Information Systems – Iowa State University, Ames, IA

Professional Scrum Master (PSM) | Professional Scrum Product Owner (PSPO) | AWS Solutions Architect – Associate (expired)

TECHNOLOGIES & PLATFORMS

AWS (Lambda, Step Functions, IAM, S3, ECS) • Snowflake • SQL Server • PostgreSQL • Oracle • Informatica IICS (agents, runtime orchestration) • Python • Bash • PowerShell • Linux • Java • CI/CD (Bamboo, Bitbucket, GitHub) • Jira • Event-Based Architecture • REST APIs • Data Quality Checks • RBAC & Masking • SOX, HIPAA, PII Controls • SSO/ADFS • HTML/CSS/JavaScript • Power BI (review & oversight) • PagerDuty (or similar incident response tooling)

PORTFOLIO

Portfolio: <https://scott.behrens-hub.com>

Includes modernization case studies, RunOps automation artifacts, CI/CD patterns, SDLC workflows, cloud architecture diagrams, and evidence of operational leadership in multi-domain enterprise environments.