

TIM KIEFER

Program Manager and Lean Process Improvement Specialist

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CAREER PROFILE

Program manager and Lean Six Sigma Master Black Belt with 25+ years leading technology, process improvement, and new business programs in healthcare, telecommunications, and consulting. Gives leaders and teams the shared context they need to decide, deliver, and sustain results. Built the Lean program at Blue Cross and Blue Shield of Nebraska, scaled Agile to every delivery team at Avantas, led a multi-year core systems replacement at Triage Staffing, and led the build and launch of Steadii, a new business for a client, with Empactful Partners.

KEY SKILLS

- Program and portfolio management | PMO leadership | Project delivery
- Lean Six Sigma | Kaizen facilitation | Process improvement
- Agile and Scrum delivery | Product management
- AI adoption | AI process automation
- Stakeholder management | Change management

PROFESSIONAL EXPERIENCE

Program and Product Manager | Empactful Partners | Omaha, NE | Dec 2023 - Oct 2026

- Led program management for Steadii (Dec 2023 - Mar 2026), a new business built and launched for a client that supported more than 200 family caregivers as they cared for their loved ones. Led the team that ran daily operations and the product team that built, maintained, and enhanced its technology platform.
- Served as program lead and lead facilitator for process improvement workshops at a medical staffing firm (Jun 2024 - Dec 2024). The engagement delivered 25 improvements across the organization.
- Led operations and supported business development across the firm's client engagements from Mar 2026.

AI Process Automation Consultant | Vecht Consulting, LLC | Omaha, NE | Sep 2026

- Improved a small business's finance process through process engineering, identifying how the work really ran before automating it.
- Implemented an AI agent that standardized processes and cut manual effort from 4-8 hours a day to under 15 minutes.

Project and Product Management Consultant | Vecht Consulting, LLC | Omaha, NE | Oct 2022 - Nov 2023

- Led Steadii as program manager, directing the consulting team that developed and launched the business and the product team that built its technology platform; engagement converted to a full-time role with Empactful Partners in Dec 2023.

Director, Operational Excellence | Triage Staffing | Omaha, NE | Jan 2021 - Oct 2022

- Led a multi-phase, multi-year replacement of core business applications.
- Built and led the internal operational excellence teams that delivered the new applications and provided operational support for all internal applications.
- Implemented Agile delivery and applied Lean process improvement to redesign workflows around the new technology.

Program Delivery Consultant | Triage Staffing | Utrecht, Netherlands | Nov 2019 - Jan 2021

- Prepared the team and program delivery practice ahead of a multi-year platform replacement; engagement converted to a full-time Director role.
- Remotely led Triage's team focused on the platform replacement, and integrated an acquired company into Triage's technical environment and processes without delaying its delivery date.

Product Manager | Avantas, LLC | Omaha, NE | Aug 2017 - Nov 2019

- Expanded Agile delivery from a single pilot project to every project delivery team, serving as enterprise Scrum Master.
- Realigned technology teams across project and support work, increasing the predictability of development initiatives.
- Designed and facilitated a cross-functional prioritization process for technology support work, giving leaders shared visibility into enterprise priorities and capacity.
- Led a technology build critical to retaining a long-term client; delivered ahead of schedule with more functionality than scoped, creating a delivery model the organization reused.

Founder and Co-owner | Widmest Productions LLC | Omaha, NE | May 2014 - Jan 2019

- Promoted 25+ concerts, owning booking, marketing, venue and artist relations, and event operations.
- Released the company's first record.

Blue Cross and Blue Shield of Nebraska | Omaha, NE | Apr 2007 - Aug 2017

Enterprise Lean Consultant | Nov 2014 - Aug 2017

- Led enterprise process improvement, team dynamics, and culture development initiatives.

Director, Health Network Operations | Aug 2012 - Oct 2014

- Led a team of 20+ responsible for reimbursement, credentialing, and provider network administration operations.
- Directed provider credentialing and re-credentialing, institutional and professional rate administration, EDI support, and government programs.
- Sustained a culture of continuous process improvement across Health Network Operations.

Lean Program Manager | Dec 2010 - Aug 2012

- Built and ran the Lean process improvement program.
- Integrated Lean with the existing Six Sigma program; facilitated and coached 60+ process improvement efforts and trained 150+ employees in Lean fundamentals.
- Maintained financial projection metrics for the company's Lean and Six Sigma programs.

Project Portfolio Manager | Feb 2009 - Dec 2010

- Directed enterprise project prioritization and portfolio management, including budget development and oversight for the Enterprise Project Oversight Committee.
- Owned continuous improvement of the enterprise project delivery methodology.

Project Manager | Apr 2007 - Feb 2009

- Led a critical partner integration program and a CRM module implementation.

EARLIER EXPERIENCE

- **Product Development Manager** | Level 3 Communications | Oct 2006 - Apr 2007: Led customer-facing project delivery and handled customer disputes and escalations.
- **Program Manager** | StorageTek | Aug 2004 - Aug 2006: Led a \$5M+ product development program with teams in three global locations. Managed offshore vendor relationships and saved \$1M+ by resolving a vendor dispute while preserving the partnership.
- **Associate** | Tivis Ventures | Dec 2002 - Jul 2004: Evaluated business cases for portfolio investments; led the turnaround of a portfolio small business that was self-sufficient from its first month and funded other investments.
- **Global Business Group Intern** | Fujitsu Ltd. | Jun 2002 - Sep 2002: Developed wireless service concepts, one presented to the Singapore Tourism Board and Fujitsu executives in Malaysia, Japan, and Singapore.
- **Client Executive** | Fujitsu Consulting | Jan 2000 - Sep 2001: Owned sales, client management, and delivery for engagements with \$10M+ in sales; led RFP responses and contract negotiations.
- **Management Consultant** | Fujitsu Consulting | Feb 1998 - Dec 1999: Designed revenue assurance, product launch, and customer care processes and led software package selection for telecom clients.
- **Legislative Review** | US West | Jan 1994 - Jul 1997: Implemented technology that eliminated postage costs and reduced process staffing from three people to one.

EDUCATION

- **Master of Arts, Global Finance, Trade and Economic Integration** | University of Denver, Graduate School of International Studies | 2003
- **Bachelor of Arts, English and General Business Certificate** | Creighton University | 1992

CERTIFICATIONS

- Lean Six Sigma Master Black Belt | 2011
- ICAN Focus Program | Class of 2010 - 2011
- ICAN Bringing Spirit to Leadership | Class of 2011 - 2012

COMMUNITY LEADERSHIP

- **Founder and Board Member** | Dorian De Long Arts and Music Education Foundation | 2015 - Present: Foundation awarded scholarships to 14 Colorado arts and music students and grants to elementary and high school arts programs.
- **Promoter** | Punk Is Dad benefit concerts, Denver | 2016 - Present: Ran nine events and raised more than \$30,000 for the Dorian De Long Arts and Music Education Foundation.
- **Mentor** | TeamMates Mentoring Program | 2025 - Present: Meet weekly one-on-one with a student.
- **Board Member and Classroom Volunteer** | Junior Achievement of the Midlands | 2012 - 2020: Taught financial literacy to 2nd, 3rd, and 8th grade students.
- **Campaign Volunteer** | United Way of the Midlands, Blue Cross and Blue Shield of Nebraska campaign | 2007 - 2017: Chaired the Fundraising Events Committee (2013 - 2017); raised more than \$100,000.
- **Youth Sports Coach** | 2009 - 2018