



TROY EDWARDS

troy@troyedwards.com | 706.573.6764 | linkedin.com/in/troyedwards23 | Hamilton, GA 31811

Summary

20+ years of demonstrated experience in IT leadership including software development, database management, technical team leadership, and high-performance infrastructure engineering. A team leader who consistently delivers high returns on technology investments while bolstering performance with innovative solutions for the business community. Displays a track record of architecting, implementing, and supporting solutions that fully utilize languages, technologies, and platforms that best meet the business requirements at hand while providing secure, hardened, scalable access.

Competencies

Leadership	Environments	Languages	Databases	Systems
Business Leader	Operations	C / C++ / C#	Access	Linux
Project Management	Development	ASP.Net / PHP	Oracle	Android
Technical Leadership	Product Owner	Angular / Node	MySQL	Windows
Personnel Management	Production Support	Java / JavaScript	SQL Server	iOS / macOS

Selected Achievements

- Responsible for driving multiple technical support teams (30+) to consistently exceed service level objectives.
- Created Confluence site to monitor trends, measure/improve team productivity, and to promote team collaboration/knowledge sharing.
- Provided vision and delivery of web portal solution dramatically improving data integrity, reporting accuracy, and trending ability for support incidents.
- Personally built and implemented several applications saving Aflac in excess of \$500K.
- Successfully Integrated and Enhanced five Third-Party Enrollment Platforms achieving \$30M+ in annual premium, exceeding annual goals year after year.
- Exceeded Aflac Group Q4 Operational annual premium goals for File and Site Testing each year.
- Achieved on-time, under budget, and in-compliance delivery for all scheduled release commitments.
- Release team was consistently ranked number one across the IT division for hitting the release goals.
- Led development of a high-visibility, executive-sponsored project which was regarded by all as an extraordinarily successful implementation.

Experience

Empowered / Aflac – Remote
Sr. Manager, Enrollment Incident Response
01/2021 – 08/2021

- Responsible for driving multiple teams (30+) providing technical support for the Everwell Enrollment platform.
- Resolved escalations quickly and effectively.
- Delivered web portal improving data integrity and reporting accuracy.
- Created Confluence site to monitor trends, measure/improve team productivity, and to promote team collaboration/knowledge sharing.
- Exceeded all performance goals this year.
- Reported on qualitative and quantitative analysis, providing data-driven insights to senior leaders.
- Directed and led Everwell Support teams to support strategic initiatives.

Aflac – Columbus, GA

**Sr. Manager, Enrollment Partner
Technology & Operations**

01/2019 - 12/2020

- Led Enrollment Integrations and Enrollment Support teams (40+).
- Integrated/enhanced five third-party platforms successfully achieving 30M+ in annual premium.
- Exceeded increasing annual premium goals year after year.
- Exceeded Q4 Operational goals for File/Site Testing/Aflac Group annual premium.

Aflac – Columbus, GA

Sr. Manager, Enrollment Transformation

06/2016 - 12/2018

- Managed the improvement/expansion of Aflac's distribution model through successful third-party integrations and led initiatives to enable Everwell AP goal of \$850M and 71.77% adoption in 2018.
- Every annual goal exceeded to-date.

Aflac – Columbus, GA

**Technical Consultant, Enrollment
Transformation**

04/2015 - 06/2016

- Led the charge to successfully pioneer the integration of third-party enrollment platforms with Everwell. As of 2020, these platforms generate more than \$30M annually.

Aflac – Columbus, GA

Technical Consultant, ABC Project

12/2014 - 04/2015

- Led the development effort to deliver the Broker Relationship Manager application for the ABC team.
- Experience with Agile methodology, Bootstrap, CSS3, HTML5, JavaScript, JSON, Knockout, MVC, NHibernate, Version One, and Web API.
- The ABC project was a high-visibility, executive-sponsored project which was regarded by all as an extraordinarily successful implementation.

Aflac – Columbus, GA

Release Manager, Enrollment Solutions

02/2013 - 12/2014

- Led the Online Enrollment Systems team consisting of developers, analysts, contractors, and interns, through successful releases.
- Achieved on-time, under budget, and in-compliance delivery for all scheduled commitments.
- Improved the release management process by creating SmartManager, a workflow management tool which automated/organized much of the release management process.
- My team was ranked consistently as the number one team across the IT division for hitting the IT release goals.

Aflac – Columbus, GA

**Sr. Application Developer, Enrollment
Solutions**

01/2008 - 02/2013

- Executed and implemented solutions on time and within budget constraints.
- Responsible for developing and maintaining middle-tier and front-end code for Aflac's web-based and Windows-based enrollment systems.
- Extensive experience with ASP.NET 2.0, C#, MVVM, OOP, SQL Server, SSIS, SSRS, and WPF.

Aflac – Columbus, GA

Consultant, Enrollment Solutions

03/2007 - 01/2008

- Designed and developed the Maximum Difference product for Aflac's web-based enrollment platform.
- Extensive experience with ASP.NET 2.0, C#, MVVM, OOP, and SQL Server.

Education

Columbus State University | Columbus, GA, 1993-1995

Computer Science and Information Systems