DARRYN COOKE

Senior Technical Program Manager · Enterprise Delivery & Applied AI
Hudson, NY | 201-925-7197 | dc@darryncooke.com | linkedin.com/in/darryncooke | darryncooke.com

SUMMARY

Senior Technical Program Manager who owns and lands high-stakes, technically complex programs. Over three years I've helped deliver $1M-$10M+ healthcare IT programs across Workday, UKG, and StrataJazz — 90 to 200+ integrations across a four-hospital system. I work between engineering and the business, mapping a 200-integration dependency chain and writing the seven-figure business case that funds it. When hallucination became the clear blocker to enterprise AI, I built an AI reporting platform against it, live in production, with a verification layer that catches fabrications before they reach the report.

FLAGSHIP BUILD · ReportForge

An AI financial-reporting product I designed and built end to end (AI-assisted development), live in production with three report types: flux analysis, budget vs. actual, and price-volume-mix. React/Vite · Node/Express · Supabase/Postgres · Claude API, deployed on Vercel + Railway.

- Built the verification layer at the product's core that checks every AI-generated figure against source data and blocks fabrications before they reach the report, targeting hallucination, the top blocker to enterprise AI adoption.
- Engineered a four-pass validator (citation, coverage, calculation, entity) producing a graded 0-100 trust score instead of a black-box pass/fail, validated against a documented baseline.
- Built an adversarial eval harness that red-teams the model to induce fabrications, with a CI trust gate that fails the build when the score drops, treating output correctness as a continuously enforced, provable property.
- Designed a repeatable AI build pipeline (Strategist → Critic → Planner) with a self-critiquing step, turning "using AI" into a disciplined, reviewable operating model.
- Narrowed scope from a broad report catalog to three finance reports once the verification engine was proven, choosing depth and reliability over breadth.

ALSO BUILT · AI Job Evaluator — Open-source tool that uses AI to score job postings against a user's own criteria (fit, odds, met and missing requirements) and draft tailored application materials. github.com/dc803/job-hunt

EXPERIENCE

Senior Technical Program Manager
Albany Medical Center / Jan 2023 – Present

Technical PM for concurrent enterprise programs across a four-hospital health system, $1M–$10M+ in combined value. Entrusted with progressively larger, higher-risk programs.

- **Workday - Supply Chain & Finance Integrations (2023):** Took ownership of 90+ design-approved integrations as a new hire including the highest-risk categories (GL journals, pay-related, item masters), and drove build through E2E testing against a fixed deadline, delivering a clean go-live with no disruption to financial or supply-chain operations.
- **StrataJazz - Cost Accounting Implementation (2024):** Owned full integration delivery of 200+ integrations across four hospitals on a seven-figure budget and delivered on schedule.
- **UKG Workforce Management (Sep 2025 – Mar 2027):** Workstream PM owning 7 of 11 workstreams (150+ participants, seven-figure budget) across integrations, data archiving, reporting, security, and time-clock replacement.
- **Cross-Program (2023 – Present):** Stood up the ConsortiEX pharmacy platform and Payfactors compensation tool end to end; authored the Epic Willow seven-figure business case adopted by leadership; aligned clinical, IT, finance, HR, and supply-chain stakeholders across distributed teams.

Technical Support Manager / IT Ops Leader
MyComplianceOffice / 2014 – 2020

Led global support for a fintech compliance SaaS serving banking and investment clients in a regulated, security-sensitive environment.

- Managed a team of 5 across the US, Ireland, and Hong Kong; held 96%+ client satisfaction while running escalations across engineering, legal, and client leadership.
- Built the Zendesk client portal, documentation library, and training program from scratch; ran SaaS onboarding including environment configuration, access controls, and customizations.

Earlier Experience
IgniteTech, Uzabase, Marketing Leadership / 2002 – 2022

- Enterprise SaaS sales, full-cycle CRM implementations (Salesforce, Microsoft Dynamics), and digital program leadership; the cross-functional range behind my technical-to-business fluency and speed in new domains.

CORE SKILLS

Enterprise Program Management · Systems Integration (500+) · Healthcare IT & ERP Implementation · High-Stakes / Turnaround Delivery · Technical-to-Business Translation · Business Case Development · ERP & WFM Platforms (Workday, UKG, StrataJazz) · Data Conversion & Migration · Risk & Issue Management · Executive & Stakeholder Communication · Vendor & SI Coordination · Agile/Scrum & Waterfall · AI Product Delivery · LLM Applications · Responsible AI & Verification · Jira · Smartsheet · MS Project · Confluence

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EDUCATION

BA, UC Irvine
2002

ADDITIONAL

Certified Basketball Official (IAABO), 15 years officiating high school and college basketball. Real-time decision-making and composure under pressure in high-stakes environments.