Breanna Gagliano

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PROFESSIONAL SUMMARY

Customer onboarding and implementation professional managing 15–20 concurrent multi-product implementations at Bank of America from kickoff through go-live, with 97%+ inline QA accuracy. Leads kickoff and status calls with stakeholders at every level and manages milestones and dependencies across products. Product owner of field-service software.

WORK EXPERIENCE

Bank of America | Farmington, CT — Aug 2024 – Present

Implementation Advisor, Global Treasury & Merchant Operations

Contractor via Apex Systems; converted to direct hire within 5 months.

- Manage 15–20 concurrent multi-product treasury implementations for new and existing middle-market clients, closing 100–150+ products per month, well above team average
- Lead all kickoff and status calls with client stakeholders at every level of the company, agreeing realistic milestones and target go-live dates
- Manage multiple products and their dependencies at once, timing every step correctly for go-live
- Support technical integrations by coordinating with the client and the bank's operations and technical teams, including file transmissions for payments, information reporting and receivables from the client's ERP or accounting software
- Maintain 97%+ inline QA accuracy, under 5% operations rework, and ~3-day average client document turnaround through proactive follow-up and strong client relationships
- Back up management and the team lead on cross-functional calls, and serve as a go-to resource for escalations requiring fast, accurate turnaround

Gagliano Plumbing, Heating & Burner Service LLC | Lebanon, CT — Mar 2026 – Present

Co-Owner

- Oversee bookkeeping, financial operations, and customer documentation for a residential and commercial trades business
- Product owner of ServiceSolo (working name), field-service software for small trade contractors (see Projects)

UnitedHealth Group | Hartford, CT — Jun 2021 – Aug 2024

Broker Commissions Analyst

- Served as a trusted resource for sales partners, explaining commission and service fee contract terms and processes in clear, practical language
- Selected for a specialized analyst team handling commissions for complex financial protection products, quickly ramping up on new systems and data flows

Dominion Diagnostics | North Kingstown, RI — May 2019 – May 2021

Internal Account Manager

- Designed a repeatable reporting process that increased billable claims and significantly reduced data-entry errors

PROJECTS

ServiceSolo (working name) | *Product Owner*

Field-service software for small trade contractors, pre-launch on a private test site. Set every product decision (about 200 recorded), from money rules and permissions to wording and screen behavior. Direct a team of AI coding agents rather than writing code, with three checks on every change before sign-off, and complete the hands-on acceptance testing.

EDUCATION

Bachelor's Degree, Health Information Management | Charter Oak State College — Dec 2020

SKILLS

Implementation: Customer Onboarding & Implementation, Stakeholder Engagement, Milestone & Dependency Management

Process & Quality: Escalation Management, Process Improvement, User Acceptance Testing, Training & Mentoring

AI, Product & Tools: AI Adoption & Prompt Design, Product Management, Microsoft Copilot, Excel (PivotTables)