Charles P. Biggar

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Delivery Manager — Client Delivery & Scrum Leadership — Fintech & Blockchain

PROFESSIONAL SUMMARY

Delivery Manager at IntellectEU, promoted through Business Analyst, Senior BA, and Project Manager roles in five years. Leads client-facing delivery of fintech and blockchain products, serves as Scrum Master for client teams, and supports pre-sales to win new and recurring client work. Uses AI to standardize and automate delivery workflows, backed by a strong SQL/Python analytics foundation.

PROFESSIONAL EXPERIENCE

IntellectEU — New York, NY

Delivery Manager — Sep 2026 – Present
Project Manager — May 2025 – Aug 2026
Senior Business Analyst — Jan 2023 – Apr 2025
Business Analyst — Jul 2021 – Dec 2022

- Lead client-facing delivery across 2–4 concurrent fintech and blockchain workstreams with teams of 5 to 30, owning timelines, scope, risk, and stakeholder communication.
- Delivered first DM-led client project on schedule despite a 2-week delay in the lead developer's onboarding, re-sequencing work and adjusting the sprint plan to hold the original goals.
- Serve as Scrum Master for the client delivery team, facilitating sprint planning, backlog refinement, and retrospectives.
- Support pre-sales for new and recurring clients, helping scope and win projects for IntellectEU.
- Standardized 4 BA/PM delivery workflows into AI-assisted templates (2 more underway), promoted company-wide by the Head of Digital Assets & AI, with adoption interest from 8+ peers.
- Translate client requirements into prioritized backlogs and user stories in JIRA and Confluence.

FoodBAM — Waltham, MA

Data Analyst — Sep 2019 – Jul 2021

- Managed, transformed, and analyzed restaurant inventory data with SQL and Python to optimize procurement strategies.
- Designed and implemented ETL pipelines and automation scripts that improved pricing comparisons across distributors and streamlined daily data extraction.

CityMD — New York, NY

Shift Supervisor — May 2018 – Jun 2019
Senior Medical Scribe — May 2016 – May 2018

- Coordinated cross-functional operations — staffing, scheduling, and patient-flow optimization — driving a 15% increase in operational efficiency.
- Delivered workflow improvements that made the clinic the top-performing location in Manhattan.
- As Senior Medical Scribe, built Python performance-tracking tools and trained new hires on HIPAA compliance.

CORE SKILLS

Delivery & Agile: Scrum Master, Client Delivery, Pre-Sales Support, Agile / Scrum / Kanban, Sprint Planning, Backlog Management, Dependency & Risk Tracking, Release Coordination, Stakeholder Management, Requirements & User Stories

AI & Automation: LLM Workflow Design, Prompt Orchestration, Agentic Pipelines, Workflow Standardization; n8n, LangChain, Ollama, Claude Code, Codex

Tools: JIRA, Confluence, Git, Excel, Command Line

Data & Technical: SQL, Python (Pandas, NumPy, Matplotlib), Tableau, ETL, VBA, JavaScript, HTML

Fintech & Blockchain: Smart Contracts, Ethereum, DeFi, On-Chain Data Analysis

PROJECTS

AI Workflow Automation — Multi-step local-LLM pipelines (Ollama, llama.cpp, Qwen, DeepSeek) orchestrated via n8n and LangChain on self-hosted hardware; Claude Code and Codex for cloud compute.

Blockchain Transaction Monitoring — Real-time system flagging high-risk wallet activity via API feeds (SQL, Python).

EDUCATION & CERTIFICATIONS

Columbia University School of Engineering — Data Analytics Boot Camp — Jun 2019 – Jan 2020
Villanova University — B.S. Biology & B.A. History — Aug 2011 – May 2015
Professional in Project Management (PPM) — GAQM — Jul 2026