

TYLER ZERUK

Team Player / Leader

FAIRFIELD COUNTY, CT

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22 SEASONS · 2 TEAMS · 4 POSITIONS

SCOUTING REPORT

Enterprise implementation manager with 20+ years of experience leading end-to-end software deployments for complex, large and mid-market companies. Expert at managing the full implementation lifecycle, from requirements through go-live support, while serving as a trusted point of contact for business and technical stakeholders. Proven track record driving large-scale platform migrations across hundreds of enterprise clients and translating customer needs into actionable product direction. Thrives in fast-moving, cross-functional environments where rigorous project management and deep client partnership are both expected.

EXPERIENCE

PERFORMANCE EXCELLENCE CONSULTANT

JAN 2021 - JUL 2026

Alight

- Helped lead end-to-end migration of 500+ enterprise clients to Alight's new CRM platform, managing project timelines, stakeholder communication, and go-live readiness across a complex, multi-workstream transformation.
- Served as a primary liaison between client delivery leaders and internal product and engineering teams, translating field-level operational needs into product requirements and surfacing adoption blockers early.
- Built and maintained standardized project documentation, migration playbooks, and process routines to drive consistency, reduce risk, and enable repeatable scale across client teams.
- Advocated for both customer needs and internal constraints, navigating competing priorities to reach practical outcomes without compromising implementation quality or timelines.

CONTROL ACCOUNT MANAGER

JAN 2014 - JAN 2021

Alight

- Led end-to-end implementation projects for enterprise HR technology clients, from sales handoffs and requirements blueprinting through configuration, client acceptance testing, production go-live, and post-implementation support.
- Acted as a leading point of contact for large market client-facing implementation work, managing relationships across executive sponsors, business owners, and technical teams to keep projects on track and stakeholders aligned.
- Developed and maintained project plans, status reports, risk trackers, and milestone documentation, giving internal and external teams clear visibility into progress, dependencies, and open issues.
- Reviewed technical requirements, performed gap and impact analysis, and coordinated systems configuration and testing; bridging the space between customer needs and technical delivery.
- Led and developed a team of implementation professionals; conducted performance reviews, coached colleagues on growth and career development, and maintained a high-performance team culture.

TEAM LEAD / SENIOR PROGRAMMER

JAN 2012 - JAN 2014

Aon Hewitt

- Managed a blended team of onshore and offshore programmers, overseeing capacity, delivery quality, and SDLC compliance across concurrent client implementation workstreams.
- Served as the escalation point for client stakeholders on acceptance testing milestones, production schedules, and issue resolution - building trusted relationships across business and technical counterparts.

SDLC

PROGRAMMER ANALYST ADVANCED

JAN 2005 - JAN 2012

Aon Hewitt

- Progressed from configuring and testing benefit interfaces and reports to owning high-complexity analysis, defect resolution, root cause analysis, and SQL/SAS development across enterprise client implementations.
- Mentored junior team members and led training and project handoff activities as responsibilities expanded.

SQL

SAS

EDUCATION

Quinnipiac University School of Business · M.S., Information Technology

2012

University of Connecticut School of Business · B.S., Management Information Systems

2005

CERTIFICATIONS

PMP Certification · Project Management Institute

IN PROGRESS

SKILLS

- PROJECT MANAGEMENT
- PEOPLE MANAGEMENT
- JIRA
- MS PROJECT
- ALTERYX
- SMARTSHEET
- SERVICENOW
- OFFICE 365
- COPILOT
- CLAUDE
- SQL
- SAS