**Jasmine Bhangoo**

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**Director of Program management**

*Senior Director with 10+ years of experience in the entire technical Product/Project lifecycle from requirements gathering to building product roadmaps to stakeholder management and communications. Background includes management of interactive projects B2B and B2C* (UID, creative design, UX, web development, SEO, EM, and MM). *A solid contributor in evangelizing IT operations governance standards such as methodologies, frameworks, processes, guidelines, and tools. A pro in managing and communicating on a portfolio of projects from strategy to execution with C-level executives, with a background that includes roles at Consumer Reports, Intel, and Apple.*

**Technical Summary**

Technologies: Magento, Shopify, Wordpress,, Elasticpath, Acxiom, Optimizely, Atlassian Suite, MS Office, MS Visio, MicroStrategy, Tableau, Basecamp, Trello

Defect Tracking: JIRA, Trello

Tools: Adobe CQ CMS, Java, PHP, Endeca, SOLR, Mashery gateway-API services, Innotas, MS Visio, MS Project, SAP, SCM, IBM Cognos, Sharepoint, Filemaker Pro, PeopleSoft, Comet, Salesforce, Confluence, Documentum, Magento, Seibel, Brightcove, Optimizely, WordPress, Ad server, Slack, Confluence, Smart sheet

**Professional Experience**

**Amazon Inc**

Senior Program Manager(Seller & Vendor), 2020-Present

* Lead editorial projects for cross-functional teams focused on the delivery of a new feature, service, product, or system. Gather business requirements, document functional and design specifications, identify appropriate resources needed, assemble the right project team, assign individual responsibilities, and develop the milestones and launch schedule to ensure timely and successful delivery of the project.
* Contribute to cross-functional business and technical skills, assess and manage risks, measure and report on progress, anticipate and resolve bottlenecks, provide escalation management, anticipate and make tradeoffs, and balance the business needs with the technical constraints.
* Proactively identify and resolve strategic issues that may impair the team’s ability to meet strategic, financial and technical goals.
* Partner with stakeholders from core business and operations teams to define and implement new strategies to improve buyer risk metrics and performance.
* Develop scalable change management strategies and plans to support the implementation of program changes and lead continuous improvement initiatives.
* Communicate, both verbally and in writing, program successes, failures, lessons learned and mitigation plans to stakeholders.

**CONSUMER REPORTS**

Director of Project Management, 2014-2020

Lead the IT& Digital program, project and product management activities across several teams i.e. **eCommerce**, **Shopping Integration w/ Amazon**, **CMS**, **Cars & Product** and **DevOps**. Analyze technologies and recommended solutions for core technology applications. Monitor architectural designs and ensured compliance to all business objectives. Work closely with the VP’s of Product, Content, Design, New Business acquisition, Marketing along with the CTO and IT Directors for platform operations and product content initiatives. Utilize expertise in search engine optimization (SEO), social networking integrations, analytics, payment processing, e-mail marketing, bug tracking, source control, and hosting environments. Projects include:

* Manage the implementation of new **eCommerce** platform Elastic path working with PWC.
* Manage new **CMS** migration and implementation with UX and editorial
* Manage **GDPR** implementation throughout
* Managed the complete **business transformation from Subscribe base to Member base** model
* Lead the complete **Digital Rebranding** of the company
* Transitioned system from **legacy platform to AWS**
* Implemented various **backend Digital projects**: SOLR search engine, Brightcove, Cloudinary, Videohub etc.
* Launched new career site in partnership with **ICIMS**
* Launched various **Digital special reports** with media embargos

**GXS/OpenText.**

Program Manager 2014

* Manage 4-5 projects at the same time which includes scoping, planning, managing development, budget, effort estimator, change request management, deployment and stabilization.
* Responsible for managing the implementation strategies of Intel’s 350+ North American vendor base onto their EDI platform via the self-integration platform.
* Manage implementation of 270+ EDI maps with a team of 10 people.
* Manage migration of Intel’s largest VAN customers over to AS2 / FTP.
* Manage detailed SOW’s, Project Initiation Documents, Architecture Documents, Project Plan, Test plan and Sign off documents.
* Deploy solution to Client Acceptance Testing Environment (where end to end testing can be carried out between Customer and Trading Partner’s).

**CENVEO INC.**

Portfolio Manager, 2012-2014

Coordinated a team of 15 developers and consultants for fast ramp up of new product development. Oversaw the vast project portfolio for Ecommerce and Infrastructure group, from development to implementation. Managed external vendor relations and consultant resources. Projects included:

* Collaborated during the Project Portfolio Management process to enhance ROI for project and innovation prioritization.
* Rolled out new Scrum project management tool to entire eCommerce department.
* Completed 6 website redesigns and functional enhancements.
* Directed the **Magento** rollout and Radius implementation.

**EB BRANDS INC.**

Systems Analyst/Project Manager, 2011-2012

Led projects and cross-functional teams through the product lifecycle for timely execution of deliverables. Created business and functional specifications, technical flow diagram/design documents for feature development and refinement. Delivered frontline customer support for existing **ERP**, EDI (Gentran) and entry menu applications. Created artifacts such as use cases, and developed Use Case Diagrams, Activity Diagrams and Sequence Diagrams. Projects included:

* Championed the implementation of Scrum project management process
* Improved reporting for the **EDI** and MRP system for financial line of business, sales, and performance data reports.

**POLYCOM INC.**

Project Manager, 2010-2011

Directed e-Commerce business processes interfacing to the Order Management and Warehouse Management environments. Managed the evaluation, recommendation, design, implementation and operation of EDI activity. Projects included:

* Completed 15+ EDI customer implementations for EDI X12 850, 855,810,856 transactions.
* Developed internal web portal for order entry, reporting, and price lists configuration purposes.
* Managed PeopleSoft 9.0 Upgrade project for Order Management department.
* Introduced Product Orders (US/CALA/EMEA/APAC) via EDI, Web Store, Excel to EDI and **Ariba** Network- Invoice, PO, Order Acknowledgement, ASN.
* Put into place Service Renewals via EDI- Invoice, PO, Order Acknowledgement, ASN.
* Led the Gentran to **Gishi Platform Migration** with **IBM Sterling Commerce**.
* Designed the Service Order EDI infrastructure.
* Managed the **PeopleSoft 9.0 Upgrade project**.

**INTEL CORPORATION (Consultant)**

IT Business Analyst, 2009-2010

Compiled business processes in order to outsource deskwork from CBAs and implement them for customer satisfaction. Interact with Europe, General Asia, Latin America and North America teams as the first point of escalation. Project included:

* Automated existing and new business processes through macro development, efficiency review, application integration, and restructuring labor resources.

**APPLE INC. (Consultant)**

IT Business Analyst, 2008-2009

Organized inventory data via new documentation, process verification, and system review procedures. Wrote internal business processes for the purpose of training and auditing. Analyzed the cycle count results and inventory discrepancies. Audited incoming and outgoing documentation and transactions to assure quality and accuracy. Project included:

* Researched gross margin and inventory variances; adjusted as needed to support data integrity.

**Education and Training**

Bachelor of Science

California State University, Stanislaus

Certified Scrum Master

Completed PMP credentials