**William Chung**

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**Professional Summary:**

* A successful tech professional with over 20+ years of work experience across a set of diverse industries. Both a technology and business management professional specializing in planning/ resourcing/ operations/ execution / support and delivery of large-scale business and IT systems implementation for Fortune 500 companies as well as start-ups. Experience with CRM (Salesforce/MS Dynamics), CLM/CPQ, HR, ERP, HR, Digital Product Rollouts, System Migration, Financials and Enterprise Custom application development work with budget of up to $24M. Support Go-To Market and Digital Transformation Strategies in working with Marketing, Sales, Legal, Finance, Partners and Customer Success teams.
* Prior work experiences include leading positions with highly recognized and prominent companies such as Adobe, FinancialForce, Genomic Health Inc., Yahoo, Cisco, Accenture @ VMware, NetApp, Rolls-Royce, IBM, Intel, 3Com, Honeywell, SAP, EMC, PeopleSoft, World Bank/IMF and American Heart Association
* Hands-On expertise in Agile application development, deliveries and management of engineering scrum teams. Self-motivated, well organized, strong problem solving, communication, and facilitation skills with a solid / proven track record of success. Delivery and Execution driven.

**Awards / Trainings / Certifications:**

* CMMC Compliance (Cybersecurity Capability Maturity Model) Project Management Training
* Salesforce.com certified Administrator (ADM) training - Salesforce.com
* Agile Scrum Master training – Scrum Alliance
* Adobe Agile System Implementation Training & Methodology - Adobe
* VMware IT Project Management Training - VMware
* Rolls-Royce Project Management, 6-sigma and quality training – Rolls Royce
* IBM Project Management Office training (Planning, Scheduling, Budgeting and Reporting)
* Project Manager and Winner of the 2000 Sarah Petzinger Award for Vendor of the Year from the American Heart Association - Bluedot Software
* Certified/ISO 9000 Internal Auditor (ISO certification) / Supply Chain Audits – 3Com

**TCS @Adobe – San Jose 2015 - 2022**

**Sr. Program Manager / Director of Salesforce & CRM Engagement**

* Responsible for managing Agile Engineering teams at Adobe on the development and delivery of cloud technologies / CRM and boundary systems solution for mid-market/SMB & enterprise clients to align with their corporate business / IT strategies. Partner with business stakeholders, Implementation partners/independent consultants on solution delivery for Sales, Marketing, Legal, M&A and HR organizations. Key areas of program management on projects include Sales & Service cloud, Subscription/Renewals and Customer Success Management
* Provide SFDC/MS Dynamics implementation and Product leadership on delivery approach for Scrum teams. Systems included Sales & Service cloud, CLM (contract lifecycle management), CPQ, Marketing, ERP, HR, Customer Success, PSA, Field Service Automation solution.
* Managed 6 months implementation of Kimble at Hitachi Vantara for consulting services team replacing legacy PSA application. Streamline and optimization of resource utilization, profitability, and scalability.
* Management of Product Roadmap, Recruitment of Engineering resources, Leadership communication, Change and Risks Management. Create and manage consolidated project plans for each team, manage project communications with Business and IT stakeholders, facilitate Steering team (Directors & VPs) and Core team meetings.

**FinancialForce.com – San Francisco, CA Oct 2014 – Oct 2015**

**Sr. Project Manager - Contracting**

* Responsible for overseeing the development and technical implementation of FinancialForce’s products for internal use / showcase for end customers
* Scope includes (SCM) Supply Chain Management, (FFA) FF Automation, HR/HCM and PSA products
* Work with CX-level and VP-Level stakeholders on definition of scope, budget management, secure project resourcing need and manage delivery of project based on committed timeline

**Genomic Health Inc. – Redwood City, CA May 2014 – Dec 2014**

**Sr. IT Project Manager – Contracting**

* Responsible for overseeing Genomic Health Inc's (GHI) complete business system transformation to the Salesforce.com platform. Overall Project Management of SFDC requirements with Agile delivery teams
* Managed Scrum of Scrum (SoS) meetings and Executive Readouts on project status
* Partnership with implementation partners - professional services teams (Cloud Sherpas, Accenture) on statement of work and tracking of delivery status
* Oversee indirect reports of 40+ project resources onshore and offshore. Provide IT PMO guidance and strategy for management of SaaS delivery projects on the Force.com platform.
* Scope of work including areas of Service cloud, Order Management (OM), Rev Rec, CPQ/CLM, Data migrations and Integrations

**Yahoo - Santa Clara, CA May 2013 - May 2014**

**Engineering Program Manager (Salesforce) – Contracting**

* Managed the successful migration of Yahoo’s Search Sales tools with business impact of ~$4.5 billion in Search revenue. Managed the delivery teams on migration of legacy (Siebel), partner and vendor tools to Salesforce.com via Agile delivery model. Program and Project management of 4 globally distributed SFDC Scrum Teams (48 resources) in both US and India
* Served as Product Owner for high level business solutioning. Provide advisory and consulting inputs on Program approach/strategy for Yahoo's implementation of SFDC within their IT PMO organization.
* Member of Yahoo's IT Search tools leadership team/PMO. Focus on operational improvements by aligning Sales tools to processes, support and metrics/KPIs. Scope in application configuration, development and data migrations.

**Cisco Systems - San Jose, CA Apr 2012 – Apr 2014**

**Business Program Manager (Salesforce) - Contracting**

* Primary Lead for the Americas Service Sales SFDC Program. Establish the PMO and project framework for the Americas Service Sales Organization
* Served as the SFDC Lead to the Americas segments for ensuring alignment of SFDC initiatives across Service Sales
* Responsible for driving optimization of solution selling by leveraging use and adoption of SFDC for pipeline management and forecasting of Cisco Services revenues

**Adobe - San Jose, CA**

**Senior Project Manage - Contracting Jun 2011 – Apr 2012**

* Project management and delivery of Salesforce.com to Adobe's PRM system under the Adobe Partner Connection program (30K+ of Partners, Resellers and Distributors) for North America, Latin America, South Korea and Middle East Countries.
* Project management of 3 distributed project teams (36 team members) in US and India via Agile Scrum environment

**Accenture – Palo Alto, CA Jun 2010 – Jun 2011**

**SFDC Project Manager – Contracting**

* Independent Consultant within Accenture’s SFDC Professional Service team at client (VMware)
* Project management and responsible for Accenture’s delivery team and management of VMware's Salesforce.com (SFDC) Roadmap Projects with overall ownership of initiatives from conceptual phase through implementation

**NetApp - Sunnyvale, CA Mar 2010 – Jun 2010**

**IT Project Manager – Contracting**

* Management of IT and project Infrastructure support at NetApp for Salesforce.com and All SFDC IT boundary systems (CRM, Integration, ERP, BI/Data warehouse and marketing systems) to ensure 24x7 business operations and service management
* Management and coordination of project plan and deliverables with cross-functional groups

**Rolls-Royce – Oakland, CA Jun 2009 – Mar 2010**

**Sr. Project Manager - Contracting**

Advisor in the Executive office and Operational Excellence team at Rolls-Royce Oakland on 6 primary project areas:

* Established the PMO structure and project management methodology
* Enterprise Software Deployment of COTS Siebel CRM system
* Innovation Process Development
* New Product Introduction (NPI)
* Six-Sigma Quality Projects
* Business Process Improvements

**Private Start-Up – San Francisco, CA Sep 2008 – Jun 2009**

**PMO Director**

* Responsible for establishing PMO and Project level framework for managing projects
* Providing leadership for management of projects
* Creation of standards, guidelines and reporting metrics/KPI for project tracking

**MICRODENTAL Laboratories - Dublin, CA 2007 – 2008**

**Program Manager/Sr. Project Manager – Contracting**

Served as a Program Manager and Sr. Project Manager in the executive office (report to CFO) - responsible for defining and managing technology and infrastructure related program initiatives for M&A companies. Scope of work include IT, Finance, HR, Sales, Marketing and Operations.

**IBM - San Jose, CA 2006 – 2007**

**Sr. Project Manager – Contracting**

* Responsible for management of IBM Internal Controls and Compliance projects within IBM’s Cloud group. Served as the POC and supported external auditors (PWC), US IBM and India teams on SAS70 and SOX compliance activities
* Member of the IBM Project Management Office (PMO). Responsible for defining PMO requirements to ensure projects follow PMO guidelines

**Bluedot Software - San Francisco, CA 1999 - 2005**

**Software Development Manager – Full Time**

* Product Management, Roadmap and Delivery of an Enterprise SaaS Event Management product to corporate clients such as EMC, World Bank/IMF and Intel Corporation, American Heart Association, BEA systems, Cisco Systems, EMC, HP, IMTS, Intel, PeopleSoft and SAP.

**Business Systems Analyst / Industrial Engineer / Lean Manufacturing Engineer**

* 3Com Corporation - Santa Clara, CA 1996 – 1999
* Intel Corporation (INTERN) - Santa Clara, CA 1995 – 1996
* Honeywell (INTERN) - Torrance, CA 1995 – 1995

**Educational Qualification:**

**Industrial and Systems Engineering (Concentration in Operations Research and Systems Integration) - 1995**

Cal Polytechnic State University - San Luis Obispo, CA

**Technical Skills:**

Development, Implementation and Functional experience with packaged enterprise CRM, ERP and SFA applications such as Salesforce – (Sales Cloud, Service Cloud, PRM, CPQ, CLM, RevRec), MS Dynamics,FinancialForce.com (SCM, FFA, PSA and HCM), ServiceMax, Anaplan, Gainsight NXT, Kimble PSA, Pardot, Workday HRIS, ServiceNow, NetSuite, Apttus, Asana, PROs, Siebel, PeopleSoft CRM, Aprimo, Vantive CRM, Clarify, RightNow CRM, SAP/ECC/BI, Tidal, and Event Automation applications, Service management applications such as JIRA, Confluence, Azure DevOps, FreshService, Remedy, Planview, Rally, and TFS, Web authoring languages (HTML, CSS, JavaScript, ColdFusion, .NET, ESP, etc..), Crystal Reports, PowerBI, Cognos, familiar with ASP .NET 2.0, JSP, Servlets and Java concepts and framework, Knowledge of Databases, Data Lakes, Spreadsheets and integration middlewares (MuleSoft, SnapLogic, SQL server, Oracle, Informatica, TIBCO, Oracle Fusion MiddleWare, Talend, Visual Basics, SQL, TOAD), SOX, GDPR, CMMC compliances, CrownPeak, DocuSign, AutoCAD, Kiosk design, OpenLoad, implementation, PagerDuty, Envoy, Adobe creative cloud offerings, Microsoft Office suite.