High-energy, customer-obsessed Technology, Program & Project Management Leader with a proven track record building high performing teams to accelerate cloud migrations & modernization, digital innovation, and go-to-market strategy. Expertise with project, program and resource management in systems delivery producing real positive impact across business units to obtain new capabilities, improved performance, enhanced transparency and verifiable delivery of customer business value. Software development life-cycle of ERP, CRM, SaaS, HCM, EPM, Cloud, Cybersecurity, DevOps, BI and CMS Integration. Client-facing communication skills with AZ and Oracle Cloud, SAFe 4.6, 6Sigma, SCRUM, Kanban, FMEA, Capex, Opex, PPM, Jira, Data Migration, EHR, SOX, GDPR, PCI, and GRC compliance.

**Skill Highlights**

|  |  |
| --- | --- |
| * Agile, PMBOK, MSF, AIM, Catalyst, SCRUM, ASAP, PMO, ITIL, OCM, Agile/SAFe®, Portfolio and Program, SDLC, ASP.Net, Tableau, Javascript, Jira, Confluence, VMWARE, NoSQL, BOA, BI. | * Azure, AWS, Oracle Cloud, AEM, Workday, Microservices, SQL, Salesforce, MS Dynamics® CRM, Kafka, Cybersecurity, MongoDB, IAM/OAuth, DevOps, Hyperion, API’s. |
| * MS Office, SharePoint, Visio, TFS, Office 365, CMS, Fusion, Lucidchart, Smartsheets, Visio, ETL, PPM, Epic, Keynote, SaaS EPM, BPC, Cognos BI, TM1, Cloudhealth, HP ALM, BOA, RPA, Six Sigma, Jira. | * Workday Integrations, SAP HCM, SAP ERP, SAP BW, SAP CO, HANA, Informatica, PHI, ITIL, VOD, VM’s, CCPA, IFRS, ACH, SOX, PCI, PHI, AES, Kanban, Big Data Analytics. |
|  |  |

**Professional Experience**

**ABC International Consulting (Catalant & Dignity Health) (***On Assignment)* **04/19 – Present**

Senior TPM responsible for managing technical resources and projects in parallel to meet program objectives and for building and launching consumer software products for web, mobile or desktop platforms.

* Develop Digital Transformation Vision, a Product Roadmap and delivered Digital transformation initiatives.
* Communicate strategy using Epics, Features, PI’s, and provided WSJF requirements for enterprise MVP acceptance.
* Manage Digital Transformation experts working with customers to deploy web apps in an scaled agile environment.
* Leverage Agile and SDLC methodologies to lead teams on a daily basis to the successful delivery of software development projects with delivery framework and best practices. Remove impediments; track blockers and report slippages with mitigation plans. Manage daily scrums, sprint planning, sprint retrospectives and sprint demos.
* Facilitate backlog grooming and story deconstruction. Manage digital marketing demand to prioritize programs and projects based on business needs, resource capacity, risk exposure and AWS cloud migration interdependencies.
* Use Jira for Product Backlog and Sprints for API Integrations, Big Data, Github, PowerShell, and ARM Templates.
* Track storyboards for UX design thinking/product innovation, AWS RDS, EMR HDFS, Web Apps and Microservices.
* Implement customer satisfaction metrics (CSAT & VOC insights), and CRM operational program improvements.
* Map client’s Digital Journey to realize Service Cloud, AWS, Google Cloud, Azure and IoT program deliverables.
* Slash cloud usage expenses by 41%, and reduced mobile apps delivery expenses (iOS, Android) by $500K per year.
* Deliver Cisco UCC, MS Dynamics CRM, O365, MS Exchange, MS Teams, and CMS integration using Cloud services.
* Produce Financial Metrics, ETL, logging, API validation, SForce, AZ and AWS cloud platform service utilization.
* Implement Privileged Access (PAM) with Thychotic required by development staff to deliver Cyber-Security tool.

**WALT DISNEY FINANCIAL SERVICES (***On Assignment, Glendale, CA***) 08/18 – 03/19**

Senior Technical Program Manager. Presented executive status to communicate complex issues and ideas with absolute precision and clarity. Delivered FP&A system compliance and SEC reporting changes for Disney Streaming Services using data visualization tools (Tableau, BOA), and Microsoft Excel. Led DTCI SAP ERP changes for Bluebook and SEC report changes using BOA, SAP and TM1 v11. Planned cloud migration and integration with SAP S/4 HANA, RPA, MDM and TM1. Provided Studio integration and GDPR support of product master data. Modernized the Finance function to enable greater operational effectiveness and agility. Enabled TM1 for AOP and monthly Forecasts, coordinated functional workstreams toward efficient project performance using new TWDC Hierarchies for Account, Cost and Profit Centers, and (COA) changes using Data Analytics. Presented executive steering committee program status, risks, and management decisions to key stakeholders using a WF and Agile, Jira, MS Office, SharePoint O/L, BI Dashboards and Adobe tools.

**TOYOTA FINANCIAL SERVICES (***On Assignment, Los Angeles, CA***) 07/16 – 07/18**

Senior IT Program Manager of a $5M budget initiative for revenue management across Toyota systems, including Resource Management of staff, Financials, HCM, Oracle EPM Hyperion, PS ERP. Indirect 3rd party resource manager.

* Communicated cloud migration strategy and status to stakeholders with risks, timelines, budgets, and integrations.
* Implemented a new revenue recognition accounting standard, ASC 606 with Informatica, and Oracle® EPM Hyperion.
* Consolidated systems for GDPR/IFRS Compliance & Finance (Record-to-Report) using HFM for SEC reporting.
* Optimized Oracle –to-Workday HCM implementation, including Discovery, Architect, Technical, Integration, Testing, and Migration of Payroll & Billing operations, acquisitions, retentions, HCM Data and statutory Financial Reporting.
* Provided clear, concise, accurate and data driven communications (verbal & written) tailored to the audience
* Transformed Executive Steering committees for EPM, HCM and Workday deployments. Streamlined scalable processes to optimize business outcomes for customers, and to drive Google, AWS, SaaS, and Oracle efficiencies.
* Optimized fraud protection designs, configuration, SOX testing. Managed mobile application (iOS, Android) delivery.

**WESTFIELD (On Assignment, Los Angeles, CA) 03/16 – 07/16**

Technical Program Manager of CRM Salesforce using Agile. Managed leasing program; led Workday OM and key deliverables (MS O365, Exchange Online, Skype, Yammer, One Drive for Business, SharePoint O/L, Cisco (UC/UCCE), WebEx, and MS Project). Program manager of large initiatives including prioritizing, scheduling, budgeting, and resourcing projects with multiple work-streams and cross-functional teams. Developed delivery plans of complex projects. Managed project schedules, identified possible issues and clearly communicated them to project stakeholders. Maintained a clear overview of project timelines (Agile/Kanban boards, Gantt charts, spreadsheets, etc.) and progress using project and task management tools (primarily in Jira and Confluence). Provided timely updates on the status of projects to a cross-functional audience in multiple formats. Managed deployment package and mobile app (iOS, Android) delivery.

**KAISER PERMANENTE (***On Assignment, Pasadena, CA***) 10/14 – 03/16**

KP-IT PM responsible for HP BIO $15M healthcare inter-exchange application migration for billing and EMR/EHR. Managed KP team in support of the ACA program for 10+ million members. Implemented Service Cloud MS CRM Dynamics connectivity (2, 000 Azure licenses). Managed Epic Care initiatives using both Agile and WF methodologies. Ensured data compliance with state and federal laws related to (CMS), and (CDHS). Improved GRC compliance/access.

**DIRECTV** *(On Assignment, El Segundo, CA.)* **03/13 – 10/14**

IT Program Manager: Organized and managed a $35M portfolio of cross-functional initiatives. Proactively anticipated complex issues and presented executive status to communicate complex issues and ideas with absolute precision and clarity.

* Managed broadcast / television media technology initiatives, including Video and content transformation / workflow, systems integration, AWS migration of high-growth cloud computing, mobile applications, web sites, video delivery.
* Provided Cutover Digital Media Supply and AWS migration status reporting to project leadership and key stakeholders.
* Integrated SAP ERP FI Financial Controls and improved SAP/TM1 Budget management Reporting with TM1.
* Deployed Governance Risk & Compliance (GRC) AWS API integration, GDPR, BCM, Workday Financials & OM.
* Executed the deployment plans c/o IP, Metadata, Ad Sense, Middleware, Engineering and Salesforce CRM.
* Successfully deployed Cisco Systems Cloud Digital Rights Management PCI compliant system for 12 million users.
* Gathered HCM functional process information to understand the Workday Data Model and its relation DTV systems

**PERFICIENT** *(On Assignment)* **01/12 – 03/13**

Led NBCU effort to unify Program Scheduling, HCM and Integrated Management Plan (IMP). Coordinated requirements for Go Live including staffing and logistics. Planned the CHM initiative for GDC of a PCI compliant payment solution.

**SUNAMERICA (AIG)** *(On Assignment)* **12/10 – 01/12**

SAFG Program, Security, Fraud Protection & Risk Management. Responsible for program inception-to-completion of the $10MM Cryptographic initiative. Managed Cyber Tool deployment for encryption of Production data & penetration testing.   
Key deliverables: AWS Migration, Management, Finance, GDPR compliance and data encryption of PII in ERP databases.

* Managed Security risk assessments (SRAs), privacy risk assessments (PRAs), SOX, security upgrades, (GDPR).
* Supervised program resources to adopt Voltage AES Encryption using VSphere/VMware and ERP TDM
* Delivered Security Metric Report and performed security & IAM audits with various business units in an advisory role.

**KAISER PERMANENTE 10/07 – 12/10**

KPIT Leader responsible for the $5M MTSS HCM/CRM Medicare project for HIPAA, SOX 404/409, Provider Enrollment & Certification, Fee-for-Service, CMS Forms,Health Plans & Prescription Drugs using Workday and Salesforce, Data Warehouse (BI), Good Clinical Practice (GCP) Data Integrity, AWS Cloud Migration and MPLS SIP for call-centers.   
  
**WOLTERS KLUWER 09/06 -10/07**

PMO Director and Resource Manager for an $83MM complex ERP/HCM/CRM global technical program, its strategic objectives and key projects using Microsoft .NET 3.0, SQL and XAML. Performed PMO oversight role. Instituted a Scrum Center of Excellence (CoE). Implemented governance and change management using SCRUM, DMAIC Six Sigma, ITIL, and SEI CMMI. Result: Delivered a global payroll tax engine product suite based in .Net 3.5 (WPF, WCF) + SQL Server.

* + Managed Cloud Migration & connectivity; enabled use SCRUM to transform into a lean and agile mindset using Jira.
  + Reported cutover status to key stakeholders in coordination of legacy shut down activities prior to HCM activation
  + Facilitated entry into and exit out of cutover stage gates included in the final Go/No-Go meetings
  + Acted as the final point of escalation for Cutover issues, proactively intervening when the Cutover may be jeopardized
  + Led cutover activities for Pre Go-Live, Go-Live and Post Go-Live; worked closely with the workgroups to document the cutover plan for each application and developed back out / contingency plans for Cutover.
  + Optimized Global Tax Engine (HCM) integration with SAP and ADP using ETL tool and best practices.
  + Integrated project plan and cutover checklist incorporating technical, functional, operational, and business tasks.
  + Defined Global HCM implementation milestones to Integrate Cutover Project Plan from inception-to-implementation
  + Detailed cutover and conversion deliverables, resolving discrepancies or issues related to HCM/SAP Payroll cutover.
  + Facilitated steering committees prioritizing projects effectively and in alignment with the WK's strategic objectives
  + Provided leadership, coordination, strategic direction, and management of all PMO processes and functions.
  + Led executive status reporting meetings to study, identify and mitigate risks using FMEA.
  + Monitored project updates, change requests, and escalated disruptions and dependencies to leadership, as necessary.
  + Reduced resource workloads, and bandwidth of IT staff, aligning initiatives with staff needs and capacity.

**ACCENTURE and Others (Cisco, CS, BC, Paramount & Universal Studios, NGC, HE) 03/94 – 09/06**

Client List: Cisco Systems: Keystone program. GM (Hughes), Universal, Paramount Pictures, Zurich, (WMG), Time-Warner, BAX, GSF, and Nissan. Accenture: Provided Business (BPR) consulting services in systems integration practice.

* Beckman-Coulter: Implemented ERP and HCM systems; facilitated workshops with executive business representatives, management, team member resources, and external 3rd party partners.
* Northrop Grumman: Successfully planned SAP HCM/ADP release cutover activities and planned the resources required for cut-over activities across business units. Identified the root cause of issues to clearly resolve them.
* Paramount Studio: Technical PM for Paramount filmed entertainment (TV) PS ERP/HCM upgrade.

**EDUCATION**

**University of California, Los Angeles (U.C.L.A.), (B.A.) in Economics Class ‘94x`. (**MBA coursework).



El Camino College, Torrance, CA, Computer Science (A. S.).

**ASSOCIATIONS AND CERTIFICATIONS**

Project Management Institute (PMI); Program Management Professional (PgMP) in progress (IP). Certified WebLogic Integration Consultant. Certificate in Information Technology Information Library (ITIL/ITSM). Black Belt Six Sigma. UCLA Alumni. Certification trainings in SAFe 4.6, Project Management at UCLA. Certificate in SEI’s CMMI level 5. IFRS, ASC, Certified Scrum Master (CSM), Fintech, FP&A, P&L, Force.com, Oracle Hyperion Cybersecurity Framework, COBIT, NIST SP800-53 rev4, Scrum PO, Certification, ITIL V3, AWS and Azure (In process).

**Other tool knowledge and proficiency**:

Azure Cloud, DevOps, Oracle Fusion, EPM (Enterprise Performance management), Business Calculations/Rule, Data model, SAP, TM1, Data management hierarchy, LCM (Lifecycle Management), FDMEE (Financial Data Quality Management), HFM (Hyperion Financial Management), PBCS (Planning and Budgeting Cloud service), FR (Financial Reporting), Atlassian, Legal tools, Smartview, (Hyperion’s Essbase technology stack), Scaled Agile, Microsoft Dynamics CRM (Azure). Business Intelligence, GxP (GCP, GLP, GMP), GDPR, HIPAA, Telemetry, Robotics Process Automation, Big data analytics, GRC, Transition to Cloud-Based PPM model, DevOps and cloud-based technology. MS Azure Cloud and Amazon Web Services, Microsoft Teams, Ryver, Confluence and Aha (Roadmap product management).

* Demonstrated experience of program/project management in an environment employing a variety of software development methodologies (Agile, SCRUM, Iterative, SAFe 4.6, Waterfall, Six Sigma, ITIL/ITSM).
* Experience and success in influencing, leading, and coaching without direct leadership responsibility.
* Strong interpersonal, analytical, problem solving, facilitation, organizational, prioritization, effective decision making, and conflict resolution skills. Ability to negotiate or persuade others in complex situations.
* Strong problem solving and analysis skills, combined with impeccable business judgment and ability to communicate with highly technical and business management teams.
* Strong written and verbal communication skills with the ability to translate technical information to non-technical audiences and vice versa. Strong planning and organization skills.
* Understanding of end-to-end project and software development lifecycles.
* Techno - Functional professional with major contributions to Oracle Cloud or On-premise EPM initiatives.
* Prior experience with Hyperion DRM and DRG and implementation lifecycle of Oracle EPM projects.
* Demonstrated experience in gathering and documenting business requirements, leading fit-gap analysis, as-is and to- be business process designs, prototypes, functional configuration, testing, client user training.
* Experience with managing hierarchies, enabling data governance, providing a centralized repository of master data and associated attributes, and create mappings that feed downstream applications.
* Prior experience with agile methodologies and technologies
* Experience with project delivery for large, cross functional projects and developing Internet products and tools
* Proficiency with portfolio project management (PPM) tools such as Smartsheet, MS Project, and ServiceNow
* Experience as a portfolio manager or program director in a technical environment, including those regarding IT infrastructure, enterprise architecture, security, cloud, SDLC, applications, DevOps, data governance & analytics.
* Microservices architecture
* Containerization
* Serverless architecture
* DevOps
* Web Tiers (Apache / IIS / Javascript UI frameworks / HTML5)
* Java Frameworks (Spring Boot)
* Event Platforms (AWS Kinesis, Kafka)
* Databases and Storage Systems (MS SQL, Mongo, Dynamo DB, Redis, ELK)
* RESTful web services / JSON
* IoT Knowledge
* Over 15 years of demonstrated success in program management within a technical setting with digital entertainment and digital media.
* FinTech and Automotive Domain Experience
* Fluency with Atlassian SCM Suite (Confluence/JIRA)