**HARYANTO WIDJAJA, PMP, MBA, CSM**

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**Technical Program Manager | Scrum Master**

Project Management Professional, Certified Safe 4 Agilist, and Certified Scrum Master offering years of success leading all phases of diverse technology projects and product development from concept through implementation; degrees in Information Systems and MBA; extensive experience in business systems analysis, security, and application management. Strong background in matrix-managing cross functional teams aligning business goals with technology solutions. Consistently managing the needs of the customer, the team, and the project.

**Professional Experience**

MICROSOFT, Redmond, WA 4/2020 – Present

Global leader in computer software, hardware, and cloud services.

**Program Manager** (Contract)

* Part of 12 Cloud Innovation Program Managers group that builds hundreds of new and unique Data Centers across the globe. The length of projects varies from months to years.
* Improve processes, scheduling, and coordination among hundreds of stakeholders across various programs resulting in better visibility and transparency.

PACCAR ITD (Information Technology Division), Renton, WA 1/2019 – 11/2019

Global technology leader in the design, manufacture and customer support of trucks.

**Senior Project Manager**

* Senior member of the project management team leading the global implementation of IT Service Management.
* Selected Vendor and tool to improve processes based on IT infrastructure (ITIL) best practices, and to replace the legacy system with a single global cloud-based solution. This resulted in ease of use and better audit & reporting.
* Acted as a Scrum Master running hybrid Agile Ceremonies to help the team of 10 meet their commitments and remove impediments. The team velocity improved on average 5 to 10 points after 3 Sprints.

Alaska Airlines, SeaTac, WA 9/2018 – 1/2019

The 5th largest airline in the United States with the highest customer satisfaction.

**Project Manager** (Contract)

* Reporting to IT PMO responsible for balancing Guest Generosity with financial performance; The objective was to generate additional $35 Million in Revenue annually.
* Worked with cross functional teams such as Revenue Analytics, Architects, Data Services, Middleware, Quality Engineering, Policy & Procedures, and Customer Care to come up with IT strategic recommendation on how to address audit findings related to waivers and fees.

BECU (Boeing Employees Credit Union), Tukwila, WA 4/2018 – 8/2018

The 4th largest Credit Union in the United States.

**Technical Project Manager / Scrum Master** (Contract)

* Scrum Master / Servant Leader for multiple Agile Teams: Enterprise Data Management (Data Warehouse Modernization & BI), Operations, and Treasury
* Developed agile and intake process for the team and presented it to management, team members and stakeholders. Developed solutions using MS Team Foundation Server for team members to effectively manage their day to day work and meet the sprint commitments.

Liberty Mutual Insurance, Seattle, WA 9/2015 – 3/2018

Fortune 100 global insurer with over 50,000 employees in 900 locations throughout the world.

**Lead, Business Systems Projects**

* Part of multi-year, 200+ Million Dollars program that integrated 2 distinct companies (Safeco and Liberty Mutual) with 12 product lines and 2 distinctly different distribution methods onto a single state of the art platform.
* Designed and improved process from new project intake to distribution of backlogs to agile teams. Collaborated with Engineers, Test Engineers, Architects, and business stakeholders to plan, prioritize, develop and release customer facing applications.
* Led design team of security engineers in the implementation of highly complex security groups and operations to ensure the data security of millions of Liberty Mutual customers. Monitored security approval process to make sure the team met 1-day SLA and was in compliance.
* Scrum Master for Research & Innovation group connecting millions of Safeco Policy holder accounts with voice service, Alexa.

The Federal Reserve Bank of San Francisco, Seattle, WA 4/2012 – 9/2015

The largest (geographically) of Twelve Reserve Banks responsible for setting the nation’s monetary policy, serving as the fiscal agent for the United States Treasury and supervising banking institutions.

**Project Consultant – Cash Product Office**

* Part of multi-year Cash Forward program leading teams of technical experts and across business disciplines.
* Managed various infrastructure modernization projects (upgrades and migration).
* Served as Product Owner and Scrum Master for developing document repository solution and migrating thousands of documents and their metadata from the legacy system.
* Provided on-going project management and analytical support to management and staff in the areas of scheduling, risk management, vendor management, and compliance resulting in overall success of the program.

**Additional Relevant Experience**

Wilbur-Ellis Company, IT PMO Business Analyst | Accenture, Senior Analyst | Deloitte Consulting, Consultant | Seagate Technology, Data Systems Engineering Co-op | 3M, Intern

**Skills Summary**

Enterprise Wide Implementations Agile (Scrum & Kanban), Waterfall JIRA and Confluence

Systems Migrations & Integrations Facilitation MS Team Server

Mergers & Acquisition MS SharePoint, Visio Schedule Management

Software Design & Configuration MS Project Server Requirements Analysis

Identity Management Testing/QA/Rollout/Support/QC ERP (Order-To-Cash)

Vendor Management Training Tableau, SQL, HTML

Release Management Document Management Systems Data Visualization

Program Project PortfolioSmartSheet MS Office 365

**Education & Credentials**

* **Certified SAFe 4 Agilist (SA)**, Scaled Agile
* **Certified Scrum Master (CSM)**, Scrum Alliance
* **Certified Project Management Professional (PMP)**, Project Management Institute (PMI)
* **MBA in Information Systems Management**; Seattle Pacific University
* **BSc. in Management Information Systems**; The University of Minnesota, Twin Cities
* **Data Visualization Certificate**; The University of Washington
* **Certificate Cybersecurity (1 out of 3)**; The University of Washington
* **Certified Security Assurance for the Federal Reserve (SAFR**), The Federal Reserve Bank of SF