**DANIEL RUSSELL**

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**EXECUTIVE SUMMARY**

Seasoned professional with 20+ years of proven ability leading, managing, and delivering high value Business IT digital transformations for Fortune 100 companies. Solves complex problems though diverse experience in technology modernization, strategic business analysis, client relationships, team leadership, and operational review; optimizes for efficiency wherever feasible. Strong entrepreneurial spirit driving results in a fast-paced environment with a passion for people, product, and success.

*Relationship Management* – Enjoys people and expanding existing business and technology with authentic relationships that cement long lasting and successful implementations. I have many years of experience from developer, director to entrepreneur that allows me to tailor communications across all corporate levels.

*Program Management/Delivery* – Utilizes a combination of vision, knowledge, and skills to plan and execute the delivery of large customer centric programs and enterprise digital transformation initiatives through Agile, SAFe, Scrum, and DevOps best practices.

*Strategic Leadership* – Two decades of multi industry leadership experience in technology planning and modernization, operational improvement, program management, and building and developing global high performing teams.

**Areas of expertise include:**

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| * Technology Planning, Execution, Management * Digital Transformation * Program Management (PMO, PLC, SDLC) * Waterfall, Agile, SAFe, Scrum Delivery * Relationship Management * Team Development | * Business Modernization * Vendor Management (RFI, RFP, SOW) * Account Management * Data Integrations, Migrations, Analytics * Technical & Management Consulting * Change Management |

**PROFESSIONAL EXPERIENCE**

**Charter Communications, Spectrum Enterprise**, Charlotte, NC 2020 – Present

*Senior Program Manager Consultant, Network Services Management - Strategy & Execution of Product Development & Big Data Management / Analytics & Agile Transformation*

Led IT strategy planning and execution to modernize business operations, customer experience, and the technology footprint for 20% annual savings and improved customer experience.

* Directed the program management and delivery through scaled (SAFe) Agile and SCRUM for the digital transformation of network services management infrastructure, data management, automation, provisioning, monitoring, reporting, financials, and big data analytics on Hadoop
* Coached and provided Agile, SAFe, SCRUM management improvement recommendations to streamline team and product development
* Built high performing Agile & Scrum teams established on relationships, communication, and collaboration – improved execution through solid vendor, business, and technology partnerships

**Linedata**, Seattle, WA 2011 – 2019

*Director of Program Management, Professional Services (FinTech) – Consulting, Relationship Management, Strategy & Execution of Credit Origination & Risk Management & Data Management & Product Development & Agile Transformation*

Directed technology planning and execution of business and technology transformation to streamline and improve credit (LOS) operations and risk management, big data analytics.

* Delivered over $100M technology transformation programs across 30 engagements, 10 customers 1B–1T AUM (100% Delivery Success)
* Program management and delivery included Infrastructure, Application, Data Management implementations, analytics, system integration, change management in On-premise and SaaS model architecture
* Built and managed 5 dynamic concurrent high performing agile teams (35+ people) in SAFe, Agile, Scrum, DevOps frameworks
* Managed customer relationships and engagements at PNC, TD Bank, BMO, Zions Bank, WesBanco
* Reduced Yoy cost 20% - Improved Business SLA 25% - Increased Deployment Speed 25% - Improved Deal Decision Data Quality 50%
* Client Retention of 100% - Improved NPS by 22% - Reduced cost by 20% - 100% Delivery Success

**Bank of America,** Charlotte, NC2011 *Senior Program Manager Consultant, Global Enterprise Functions Technology & Operations – Strategy & Execution of Infrastructure & Application & Data Management analytic tools*

Provided thought leadership, technology planning, and management for risk management, monitoring, and reporting tools. Led infrastructure and application environment technology digital transformation.

* Managed strategic relationships with key business and IT partners
* Directed Enterprise Change Technology & Operations for Infrastructure design and delivery.
* Led strategic planning, budgeting, prioritization, execution, risk, and delivery teams

**TIAA-CREF**, Charlotte, NC 2011

*Senior Program Manager Consultant, Retirement & Wealth – PMO Transformation, Strategy & Execution of Environment & Infrastructure & Data Management services*

Led a PMO for the technology transformation, program management and delivery of a $20M+ portfolio to streamline business operations through automated workflow, infrastructure, and technology stack refreshes.

* Led technology strategy, planning, vendor management, and delivery by team of 100+ personnel
* Provided strategic leadership to build and deploy new Agile PMO, PLC, and SDLC best practices.
* Managed strategic relationships with key business and IT partners

**Wells Fargo**, Charlotte, NC 2006 – 2010

*Senior Technology Project Manager, Retirement – Strategy & Execution of Environment & Infrastructure & Data Management services*

Managed agile technology teams in large scale software eco-system management, environment, and infrastructure scaling for digital transformations and acquisitions growing business operations by more than 400%.

* Product Owner for Data Management – transmission and system integration
* Led continuous improvement and systems design committees, improved business operation SLAs
* Provided strategic leadership for M&A and SWAT assessment teams
* Built and managed Agile Scrum teams honored with Team Excellence Award, Project Team Success Award, Project Model of Success Award

**EDUCATION | CERTIFICATIONS**

**Bachelor of Business Administration**, Information Systems and Computer Programming

DeVry University, Columbus, OH

**MBA,** Management Information Systems

Keller Graduate School of Management (pending)

**Certified ScrumMaster® (CSM®)**

Scrum Alliance http://bcert.me/srqnctkda