

Innovative Agile Program Manager with 10+ years experience of success guiding teams globally, across numerous domains like engineering, product, operations and customer support. Collaborative communicator continually focused on building relationships to drive positive change across business lines by setting and aligning mechanisms.

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| ✓ Strategic Planning & Forecasting | ✓ Program Management (PMP) | ✓ Effective Communication |
| ✓ IT Service & Release Management (ITIL) | ✓ Data Analysis (SQL / Excel - Pivots) | ✓ Customer Engagement |
| ✓ Agile Coach (CSPO) | ✓ Staff Training & Leadership | ✓ Problem Resolution |

EXPERIENCE & NOTABLE CONTRIBUTIONS

Amazon • Seattle, WA

SENIOR PROGRAM MANAGER, ALEXA EXCELLENCE TEAM (APRIL 2019 - PRESENT)

Program Managing Org-wide initiatives for the Amazon Alexa Availability Team.

- Improve Alexa Availability by 50% Year-over-Year for top 2 volume traffic contributors by setting goals, procuring commitment, early detection, standardized thresholds to alarming and reducing fatal reduction.
- Optimized cross-org structures via mechanisms like auto-assignment tool based on rotating On Call Calendars for end-to-end SLA compliance improvement by 30%, for up to 15K (org-wide) employee base.
- Recruited, trained and promoted leaders in the org to volunteer as call leaders for commanding high severity events to ensure services can be returned to the customer at the earliest.
- Published guidance to evangelize and adopt Bar Raiser program for correction of errors across multi orgs in Amazon! that helps root cause, deep dive and identify corrective measures for prevention of repeat incidents.
- Winner for Amazon Alexa Excellence Hackathon for Best Presentation of problem statement, value add, and options explored.

T-Mobile • Bothell, WA

SR. MANAGER, TRANSFORMATION, ENGINEERING & QUALITY TEAM (MAY 2018 - JULY 2019)

- Program Managing Transformation initiatives for T-Mobile's DB Architecture Strategy and Governance Team via DB modernization, efficiency and \$10M+ spend reductions by driving guidelines and strategy for open-source adoption, shift left and building center of excellence.
- Successfully Led and Orchestrated team of delivery managers for multiple New Product Launches (Enterprise-wide Billing / Apple / Samsung Devices) and handing back to business earlier every time.

Sterling Talent Solutions • Bellevue, WA

DIRECTOR, TECH PROGRAM MANAGEMENT (PMO) (DEC 2016 - MAR 2018)

- Successfully delivered Sterling TS's Globalized/ Localized (i10n) Platform from inception through phased releases of 10+ Global Products (including new launches) in CAN and UK enabling sales and migrations for 1000s of customers.

Amdocs • Seattle, WA

GLOBAL MANAGER, PROGRAM MANAGEMENT - DEVOPS ORG (AUGUST 2012 - SEPT 2016) / (SCRUM MASTER & PRODUCT OWNER) - ONGOING DEVELOPMENT SUPPORT (AUGUST 2010 - JULY 2012)

- Achieved 100% SLA Commitments in Production on Cloud, On-Premises, Dedicated and Multi-Tenant Managed Services for multiple enterprise applications. Engaged in writing SOWs and responding to RFPs. P&L/Budget Planning, Negotiate Contracts and Audit, Vendor Management, Customer Agile Training.
- Mentored teams and technical managers in the assessments of maturity within the agile evolution through setting KPIs to measure self-organization, improving transparency, with demos and retrospectives in multiple product support groups, reducing time to market by 40% for AT&T, AMX and Telenor.
- Awarded for being customer centered and nominated for company-wide recognition for collaboration.

- Spearheaded the quality portion of sales demo presentation, which led to the sale of its first solution to AT&T and T-Mobile.

Technical Consulting Roles • MICROSOFT, AT&T, PACIFICORP, WESTERN WIRELESS • SEPT 2003 – JULY 2006

- Promoted to a Test Lead for Architecting and Mentoring the QA team to validate the Power Delivery, Revenue Assurance & SOX Compliance Regulatory requirements.
- Successfully migrated customer database for 1M+ subscribers through the front end in Production, the first in the company.
- Chaired a team of WinRunner experts in the planning, management, and scripting of the entire Customer Conversion process via GUI and validated against the Backend.
- Consistently formulated test cases and SQL scripts to validate the ETL (Extraction, Transformation, and Loading) of tables from Source to Destination using Common Warehouse Platform (CWP).

EDUCATION & TRAINING

M.S, Electrical Engineering, Oklahoma State University | **B. Tech, Electronics Engineering**, India

TECHNICAL PROFICIENCIES

Past Hands-on experience in Data Warehouse, OLAP and ETL Validations, Reporting systems like SQL SRS/SAS. Software Operational expertise across various enterprise Multi-Tier Architecture On-Premises or Cloud (AWS) Infrastructure based on Java / Microsoft / IBM zOS. Project Management frameworks (PMP Certified, ITIL v3, CSPO, SDLC – Agile / Traditional), Expert level in SQL, Excel-Pivots, Documentation in Confluence, Wikis / Blogs, Atlassian Jira. Reporting systems like SQL SRS/SAS.
P&L/Budget Planning, Negotiate Contracts and Audit, Vendor Management, SLAs, SaaS
Customer Agile Training and Partnership Building.