

# VICTOR ESCALANTE

## Program Manager

### @ CONTACT

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📞 (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

### 🎓 EDUCATION

B.S.

Computer Science

**University of Pittsburgh**

📅 2014 - 2018

📍 Pittsburgh, PA

### ★ SKILLS

- Software development, requirements gathering, user stories, testing
- ETC, EAC development, resource planning
- Reliability, Availability, Maintainability (RAM)
- Root Cause Corrective Analysis (RCCA)
- Microsoft Excel, Visio
- Agile methodologies
- Jira

## 👤 WORK EXPERIENCE

### Program Manager

#### Horizon Blue Cross Blue Shield

📅 2024 - current

📍 Brooklyn, NY

- **Oversaw an annual budget of \$4M+**, contributing to a 22% bump in program efficiency via strategic resource allocation
- Set annual, monthly, and weekly goals for a state-wide healthcare program that impacted 550,842 policyholders
- Championed a scalable project management framework, integrating Jira with four other tools to enhance traceability, risk management, and reporting
- Steered the monitoring of risks, issues, dependencies, and contingency plans to remove 99% of roadblocks
- Implemented a new training policy, decreasing turnover by 36%, and performed a variety of complex tasks involving administrative, analytical, and staff management

### Junior program manager

#### Appen

📅 2021 - 2024

📍 Washington DC

- Instituted a risk management plan for each program, mitigating risks early and safeguarding project outcomes
- Led a team of six project management professionals and conducted semi-annual performance evaluations
- Ensured compliance with EPMO standards, guidelines, and regulatory requirements
- **Recommended 12 program changes** from original specifications based on an iterative feedback loop from customers and stakeholders
- Administered budget reviews and forecasts using MS Excel, improving financial accuracy via advanced data analysis techniques and pivot tables
- Executed scalable Agile frameworks (SAFe and Scrum of Scrums) to accommodate project sizes and complexities

### Program coordinator

#### Gartner

📅 2018 - 2021

📍 Stamford, CT

- Developed detailed process documentation and workflow diagrams using Visio for over 52 distinct projects
- Contributed to requirements-gathering sessions during a mid-sized software development project
- Tracked EVM metrics, ensuring robust tracking of KPIs like ETC and EAC, and **delivering projects within a 6% variance of budget** and schedule projections
- Conducted RCCA workshops and training sessions for 90+ staff members, elevating team expertise in troubleshooting and problem-solving and slashing project bottlenecks
- Delivered training to 11 new team members, ensuring they aligned with goals and procedure