



Francesco Ciponneri

Technical Program Manager

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Brooklyn, NY 

[LinkedIn](#) 

Work Experience

Hyperscience – Technical Program Manager

January 2018 - current

New York NY

- Led the development, implementation, and coaching of scalable processes as the company grew from \$10M ARR to \$30M ARR
- Worked with 7 product management, engineering, and customer experience teams to build processes around distilling product feedback and usage data
- Improved the **customer lifetime value from \$420 to \$980**
- Managed a team of 4 project managers across 3 programs
- Built KPIs around the efficiency and **transparency of the product development process, resulting in a 25% improvement in output**
- Implemented process for quick identification and modification of inefficiencies, leading to a 22% improvement in the time-to-deliver new features

TrellisWare – Technical Program Manager

April 2015 - January 2018

Washington DC

- Managed 6 different programs totaling **\$22M in annual revenue in 2017**
- Led all sprint planning, execution monitoring, and close-out of programs related to software engineering
- Guided a budget of \$3M annually while leading a team of 3 project managers
- Ensured on-time delivery of 100% of program projects while meeting all contractual and deliverable commitments

Education

University of Pittsburgh – B.S., Computer Science

September 2011 - April 2015

Pittsburgh, PA

Skills

Leadership; Communication; Task management; Consulting; Microsoft Excel, Project; Agile methodologies; Jira

Certifications

- CAPM
- PMP