

Jean M. Delphonse

Senior Technical Program Manager | Data Science Portfolio Management | AI/ML Platforms | IT Systems Leadership

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Summary:

Senior Technical Program Manager with **15+ years leading technical teams across IT, AI/ML, analytics, and data science portfolio programs** in enterprise environments. Proven expertise implementing artificial intelligence, generative AI, and IoT solutions that drive operational efficiency and transform business workflow. Success managing cross-functional teams, coordinating with IT departments, data science teams, and executive stakeholders, and delivering automated workflows and integrated data systems. Strong background in emerging technology assessment, vendor management, contract negotiation, budget oversight, and staff leadership. I am skilled in prioritizing, tracking, and managing multiple **data science and analytics projects** to maximize business value.

Skill Matrix:

Skill / Competency	Years of Experience
SQL	10+
Python	10
Tableau	8
Portfolio Management / Cross-Functional Leadership	10
Portfolio of Data Science Initiatives	8
Resource Allocation Across DS Projects / Feature Engineering	5+
Power BI / Generative AI / LLMs / Cloud Data Warehousing	5+
Jira / Confluence / Agile / Scrum / SAFe	10+
Asana / MS Project / Smartsheet / Google sheet	10+
Executive Communication	10+

Core Competencies:

- IT Strategic Planning
- GenAI/ML Roadmap Development
- System Implementation & Integration
- Agentic AI Workflow Design
- Cross Department Coordination
- Executive Stakeholder Management
- Technical Team Supervision
- Vendor & Contract Management
- Budget & Resource Planning
- AI/ML & Generative AI Programs
- GIS & Spatial Data Systems
- IoT Innovation & Field Technology
- Data Science Portfolio Management & Project Prioritization**
- Analytics, Data Modeling, and Visualization for Decision-Making**

PROFESSIONAL EXPERIENCE

Technical Program Manager | AI/ML Platforms

KrikKraK.ai, Santa Clara, CA | November 2024 – Present

- Drive end-to-end program management for LLM data augmentation and generative AI platform, coordinating cross-functional teams across data engineering, ML engineering, and data science teams to deliver enterprise-scale solutions.
- Own product roadmap development and technical requirements gathering with external stakeholders, managing dependencies across multiple technical teams.

- Lead prioritization, planning, and execution of multiple data science and generative AI projects, leveraging existing documents and datasets to build AI solutions.
- Technical Stack: Python, Hugging Face Transformers, LLMs, Vector Databases, Cloud Infrastructure

Senior Technical Program Manager | Analytics Platform

FCCC via Kapital Partners, Remote | September 2024 – November 2024

- Led strategic program connecting Power BI, Tableau, and Salesforce data sources for executive dashboard platform, managing dependencies across data engineering, analytics.
- Delivered program roadmap presentations to C-suite on generative AI analytics pipeline implementation, including timeline, risks, and resource requirements
- Translated business goals into measurable analytics outcomes and ensured roadmap initiatives supported key KPIs.
- Technical Stack: Power BI, Tableau, Salesforce, Generative AI, SQL, Python

Senior Technical Program Manager | B2B Analytics Platform

Adobe Inc. via MW Partners, San Jose, CA | June 2023 – March 2024

- Led technical evaluation and multi-quarter roadmap for **B2B subscription analytics platform**, coordinating delivery across Databricks engineering, ETL development, and data science initiatives serving Enterprise Data & Analytics.
- Drove data migration program using Python, Alteryx, and SQL, managing timelines and dependencies across 5+ engineering teams to deliver predictive analytics capabilities.
- Collaborated with EDA and data science teams to ensure proper data sourcing, feature engineering, and processing workflows, guiding teams and business users on accessing and preparing datasets for analytics and modeling.
- Technical Stack: Databricks, PySpark, SQL, Python, Alteryx, Tableau, Power BI

Senior Technical Program Manager | Infrastructure Platforms

Dell Technologies, Santa Clara, CA | June 2021 – June 2023

- Led **inventory tracking platform program using Kafka Connect and Snap-Logic**, delivering \$1.5M operational savings through real-time optimization while coordinating **data science, analytics, engineering, and operations teams**.
- Managed **portfolio of ML forecasting platform programs** supporting PyTorch and TensorFlow-based models, driving streaming data architecture for real-time capacity metrics and predictive maintenance.
- Oversaw multiple concurrent data science and ML programs, including end-to-end feature engineering, data ingestion, ETL, and preparation of datasets for model training, prioritizing resources and tracking project impact across the portfolio.
- Technical Stack: Kafka, Spark, PySpark, PyTorch, TensorFlow, Snap-Logic, SQL, Python, Cloud Data Warehouse

Technical Program Manager | Multi-Client Programs

Tata Consultancy Services, Santa Clara, CA | February 2019 – June 2021

- Led **biometrics-based passenger processing program for JetBlue Airlines**, improving operational efficiency and achieving 3% customer satisfaction improvement through **Azure COSMOS optimization**. Coordinated **security, compliance, engineering, user experience, and data teams**.
- Designed system to **prioritize passenger boarding based on flight class, military status, loyalty tier, and special categories**, enabling premium services and smoother gate operations.

- Managed technical programs for **Silicon Valley Bank (Collibra data governance)** and **Wyndham Hotel loyalty platform (Informatica ETL)**, successfully delivering concurrent programs across financial services and travel industry clients.
- Technical Stack: Azure COSMOS, Collibra, Informatica, SQL, Python, Real-time Analytics

Technical Program Manager | Risk Platforms

JP Morgan Chase, Brooklyn, NY | November 2017 – November 2018

- Managed cross-functional risk reporting program supporting CCAR compliance with enterprise-scale data processing across multiple business units
- Led reverse engineering program of legacy risk systems, improving data lineage documentation and processing performance while coordinating **security, compliance, data analytics and engineering teams**

Technical Program Manager | Data Platform

Wells Fargo, Charlotte, NC | March 2016 – September 2017

- Managed program to develop **Wholesale Data Management platform supporting enterprise data lake**, leading a team of 7 data engineers through architecture design and implementation.
- Drove Kafka data acquisition program, improving data conformance by 30% through streaming architecture optimization and Alation data catalog implementation.
- Coordinated with 7 data analysts to assess and validate 27 enterprise data sources, ensuring correct categorization, entity mapping, customer data lineage, and proper integration into the data warehouse and schema. Worked closely with data engineers to guarantee accuracy and consistency across data platforms.
- Implemented reporting and analytics systems, enabling business users to access consolidated data and build their own reports and analyses using Tableau, Power BI, and other BI tools, connected to backend databases.

EARLIER EXPERIENCE

Moody's Investors Services, NYC | Data Engineering Program Manager | June 2014 – May 2015

CBI, Trenton, NJ | Content Management Program Lead | June 2013 – May 2014

ETS, Princeton, NJ | Technical Business Analyst Manager | November 2011 – May 2013

TheStreet.com, NYC | Content Management Lead | November 1999 – October 2004

EDUCATION & CERTIFICATIONS

Bachelor of Science in Computer Science | Long Island University, Brooklyn Campus

Certifications: Project Management Professional (PMP) – In Progress | Six Sigma – In Progress | AI/ML Technical – In Progress

TECHNICAL PROFICIENCIES

Program Management: **JIRA**, Confluence, MS Project, **Asana**, Smartsheet

Cloud & Infrastructure: AWS, Azure, GCP, Databricks, Snowflake

Data & Integration: Kafka, Spark, Airflow, Real-time Processing, Salesforce, GIS Systems

AI/ML Technologies: LLMs (OpenAI, Claude, Llama, Gemini), PyTorch, TensorFlow, LangChain, Hugging Face

Programming & Development: Python (PySpark, Pandas), SQL, API Development (REST, GraphQL)

Analytics & BI: Tableau, Power BI, Qlik Sense

Methodologies: Agile, Scrum, SAFe, DevOps, DataOps, MLOps