Work Portfolio

SEAN NEWMAN

Technical Program Manager

You renew yourself every day. Sometimes you're successful, sometimes you're not, but it's the average that counts. - Satya Nadella

About me

- **Well defined requirements** are the foundation of any successful project. I excel at bridging the gap between **my engineers and our key stakeholders** to craft clear requirements that allow us to **smoothly execute our vision**

- I am a technical program manager with **3 years of experience** managing **3 concurrent client projects** and **10 projects** over my career

- My strength with **empathy** coupled with my **dedication to learning and innovating** allows me to excel in new projects that are **pushing the boundaries of technology** with a **diverse cast** of team members

Delivering value with AI

PROBLEM:

A leading Seattle-based tech company has hundreds of legal demands coming from local and international legal agencies everyday, requiring large amounts of manual work hours to validate and respond to each one.

APPROACH:

1. Architected a cloud-native system design to provide a modernized and resilient infrastructure
2. Led a team of 12 engineers to develop an automated component in my client's dynamics environment that would leverage the OpenAI GPT4o-vision model to extract key details and present these fields and validation results to the legal specialists
3. Led many requirements gathering sessions with a non-technical stakeholder audience to translate their legal domain knowledge of the manual data extraction and validation process into technical specifications for my engineering team

RESULTS:

1. Reduced manual data entry and validation time in the triage phase of my client's request management system by 83% - from 6 hours per request to 1 hour
2. Enabled my client to easily maintain, scale up, and integrate with other platforms in the future by developing this AI component in the cloud

Role: Technical Program Manager

Connecting citizens to government resources

PROBLEM:

A US state government client had thousands of users coming to their website seeking assistance with nutritional aid benefits and not enough staff to assist them all in a timely manner

APPROACH:

1. Architected a conversational chat agent that leveraged AI search and the GPT4o language model to provide users with the most relevant nutritional assistance policy manual page for their question
2. Led a team of 5 engineers to develop the conversational chat agent using responsible AI best practices including content filters
3. Ran several UAT sessions with policy specialists to gather their feedback on the agent's response accuracy and correct hallucinations from the model

RESULTS:

1. Improved user satisfaction by 25% by providing users a conversational chat agent to answer their questions in a timely manner instead of waiting for human input
2. Reduced the time required for state citizens to get assistance from 1-3 days to 30 minutes through the quick and accurate responses provided from our agent

Role: Technical Program Manager

Enterprise data platform migration

PROBLEM:

A fortune 500 tech company had many disparate and siloed data warehouses for the different branches in their large organization

APPROACH:

1. Established a data migration plan to bring all of the company's data warehouses onto a single, unified data platform to establish a single source of truth for business analytics
2. Led a team of 2-6 engineers to document, design, and migrate our legacy data warehouses onto the new unified data platform
3. Connected with key stakeholders over 5 different business groups and domains to ensure standardized data migration execution

RESULTS:

1. Established a single source of truth for my client's organization which enabled accurate reporting across different sectors of their business for leadership team reports and analysis
2. Implemented industry standard data practices while completing the migration to ensure my client's data analytics platform would be scalable well into the future

Role: Technical Program Manager

Certifications

- Microsoft - Azure AI Engineer Associate
- Microsoft - Fabric Analytics Engineer Associate

KEY STATISTICS

10+
SOLUTIONS DELIVERED

5-10
ENGINEER TEAM MEMBERS

4+
DOMAINS

2-3
**CONCURRENTLY MANAGED
CLIENT PORTFOLIOS**

4+
STAKEHOLDER TIMEZONES

Let's connect

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