

Technical Program Manager Technical Program Manager Technical Program Manager - Cloudistics  
Ashburn, VA Work Experience Technical Program Manager Cloudistics February 2019 to Present  
Managing and tracking dependencies during project(s) execution phase and reporting out issues and escalating when needed. ? Collaborating with Engineering leads to prepare specifications of product delivery leading to product releases. ? Engaging with internal and external stakeholders to streamline processes, identifying and defining risk mitigation strategies and facilitated appropriate software engineering solutions. ? Managing the software schedules and leading cross-functional teams. Senior Project Manager US Patent and Trademark Office 2017 to May 2018 Understanding customer's key requirements and critical success factors for efficient project delivery and management. ? Delivering weekly status reports with performance trending analysis. ? Updating monthly reports for project to include status, risks, schedules, mitigation plans, and future requirements ? Implementing change control processes after approval from Change Control Board and documenting in the project management plan. ? Managing policies and processes to achieve accurate and timely updates while documenting the requirement and conducting status meetings. ? Implementing DevOps practices within different business units within the organization while providing briefings to senior level management and stakeholders to communicate status and ensure stakeholder engagement. IT Project Manager DELL/QUEST - Reston, VA 2014 to February 2017 Led US team of 8 technical software engineers. Met target deliverables of all functions across broad technical, financial and business with a budget up to \$8 million. ? Managed planning process, delivery and implementation of new services of the supported enterprise solutions to existing and new customers. ? Decreased deployment and service times 25% by developing and implementing improvement plan, training and standardizing deployment procedures. ? Increased business unit revenue through up-selling opportunities. ? Delivered weekly status reports with performance trending analysis and developed a detailed project management plan to monitor and track progress of the project while documenting all the lessons learned. ? Successfully managed changes to the project scope, project schedule, and project costs using project change control techniques. Customer Success Manager COLLEGE-BOARD - Reston, VA 2013 to 2014 Improved customer

service levels through process standardization and implementation of key metrics (e.g. .3 pt. improvement in customer delight scores). ? Provided support to clients by resolving complaints when intended course plan was no longer feasible. ? Initiated investigation of order entry errors, damaged product, and return discrepancies, working closely with other departmental teams to ensure corrections were processed accurately and timely. ? Proactively reached out to clients to strengthen engagement and utilization.

Cloud Engagement Manager  
CloudReach  
Managing a team of 10 software engineers and the full life-cycle of internal software development projects according to agile framework. ? Managing stakeholder expectations by clearly articulating scope, schedule and budget. ? Technical evaluation of client requirements to move infrastructure to the cloud.

Education  
Web Development Certificate George Washington University - Washington, DC 2018  
Bachelor of Arts in (BA), Journalism Texas Southern University - Houston, TX  
MBA Texas Woman's University - Denton, TX

Skills  
Firebase, Html, Javascript, Bootstrap, Mongoose, Node.js, Deployment, Mvc, Mongodb, Nosql, Unix, jquery, Css, Usability, Mysql, Algorithms, Windows 7, Windows vista, Windows xp

Links <https://www.linkedin.com/in/murial-anindo>

Additional Information

TECHNICAL // SKILLS  
Operating Systems: Windows 7,10, Windows Vista, Windows XP, UNIX  
Technologies: HTML, JavaScript, CSS, jQuery, Node JS, React, Bootstrap, Materialize, Handlebars, Sequelize, Algorithms, Mongoose, Express (routing, MVC paradigm)  
Databases: MySQL and MongoDB, NoSQL  
Backup solutions/Cloud: Netvault, Rapid Recovery & Vrange, AWS, Google Cloud

Movie List (CHILLIST)  
Role: Designed systems from a user perspective and usability of the application. ? Movie List is a simple/fun React application that movie goers can use to view new released movies and favorite them. ? Developed with: React.js, Firebase, Heroku, Node.JS ?  
Heroku Deployment: <https://dry-cliffs-10729.herokuapp.com/>

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