Program Manager - Engineering Security Program Manager - Engineering Security Program Manager - Engineering Security - APEX SYSTEMS San Jose, CA Authorized to work in the US for any employer Work Experience Program Manager - Engineering Security APEX SYSTEMS - Sunnyvale, CA October 2018 to Present Client: Uber Technologies, Palo Alto, CA   Developed and manage Engineering Security Threat Response Vendor Operations Management Program Directly manage 50+ vendors providing security products and services   Created and continue to maintain vendor catalog, and issue/incident tracking application   Interact and support security team of 150 people   Manage day-to-day vendor issue resolution, support, training, SLA adherence, monthly and quarterly reviews, version releases, upgrades, new production introduction, vendor expansion (sharing) within Uber   Develop vendor performance analysis and comparison reports to support contract renewals   Program manage key project initiatives, and security solution extension and utilization in the Uber fleet   Program manage Security Response & Investigation (SRI) team Objective & Key Results development, organization, and fulfillment using Agile methodology Program manage response and compliance to Multi-State Judgments (MSJs) with various security resources   Manage weekly, monthly, and quarterly Threat Response reports and dashboards Senior IT Engineering Program Manager RED OAK TECHNOLOGIES - Campbell, CA September 2015 to August 2018 Client: Apple Computers, Sunnyvale, CA (Changed Vendors, remained at Apple)   Developed and managed CC-Tech Portfolio Project Management (PPM) tool supporting 15 direct project managers   Standardized PMO processes for Waterfall/SDLC and Agile, created and managed document library, global contacts for downstream/upstream, and vendor procurement processes   Managed strategic global customer interaction programs affecting multiple organization and impacting the business over multiple years   Championed game-changing technology, products and services, especially digital tools and experiences, such as chat, voice interaction, and AI/BOTS Created and built program plans with multiple core, IT, business and vendor teams   Facilitated and drove core team to identify and schedule all work for end-to-end deployment required to fulfill program scope   Ensured multiple tracks were in-line with program goals, objectives, scope, timeline, and budget   Managed resource management of upstream and downstream business

groups and IT dependencies   Identified program goals and successes criteria, drove development and implementation of key goals, objectives, and scope and successes criteria with key stakeholders and core team   Obtained and assigned resources to the program plan   Determined cost and budget; performed resource forecasting   Analyzed areas of risk by identifying and managing critical paths and risk areas   Established contingency plans and identified trigger events, and assumed responsibility for initiating   corrective actions   Identified and helped team make program tradeoffs to balance scope, time, and costs   Ensured proper documentation and communication across multiple channels and tools   Analyzed actual performance against plan and adjusted consistent with plan objectives   Ensured program milestones were accomplished and ensured overall committed timelines were met   Managed change management program: documented and communicated all major plan changes in scope, approach, and delivery date   Monitored and ensured quality of program deliverables   Lead core team and key field resources in other geographies to develop and monitor deployment schedule, strategies, and tools to support the implementation of programs in the   field through trials and controlled customer deployments   Consistent exercise of independent judgment and discretion in matters of significance   IT Groups: CC-Tech (Contact Center), Apple Online Store/Retail, and R&D SW Development   Business stakeholders: Apple Retail, Apple Online Store, and AppleCare   Programs: Voice Platforms, Chat and AI, Infrastructure/Framework, and Apple On-Line Store/Retail   Projects: Voice, IVR, chat, and email interaction channels integrated with smartphones, tablets, web browsers and artificial intelligence (BOT), online store, eCommerce, application development, and major infrastructure projects to support global contact center operations Senior IT Engineering Program Manager INFOGAIN, Inc - Los Gatos, CA June 2012 to September 2015 Client: Apple Computers, Sunnyvale, CA   (Changed Vendors, remained at Apple)   Developed and managed CC-Tech Portfolio Project Management (PPM) tool supporting 15 direct project managers   Standardized PMO processes for Waterfall/SDLC and Agile, created and managed document library, global contacts for downstream/upstream, and vendor procurement processes   Managed strategic global customer interaction programs affecting multiple organization and impacting the business over

multiple years   Championed game-changing technology, products and services, especially digital tools and experiences, such as chat, voice interaction, and AI/BOTS   Created and built program plans with multiple core, IT, business and vendor teams   Facilitated and drove core team to identify and schedule all work for end-to-end deployment required to fulfill program scope   Ensured multiple tracks were in-line with program goals, objectives, scope, timeline, and budget   Managed resource management of upstream and downstream business groups and IT dependencies   Identified program goals and successes criteria, drove development and implementation of key goals, objectives, and scope and successes criteria with key stakeholders and core team   Obtained and assigned resources to the program plan   Determined cost and budget; performed resource forecasting   Analyzed areas of risk by identifying and managing critical paths and risk areas   Established contingency plans and identified trigger events, and assumed responsibility for initiating corrective actions   Identified and helped team make program tradeoffs to balance scope, time, and costs   Ensured proper documentation and communication across multiple channels and tools   Analyzed actual performance against plan and adjusted consistent with plan objectives   Ensured program milestones were accomplished and ensured overall committed timelines were met   Managed change management program: documented and communicated all major plan changes in scope, approach, and delivery date   Monitored and ensured quality of program deliverables   Lead core team and key field resources in other geographies to develop and monitor deployment schedule, strategies, and tools to support the implementation of programs in the field through trials and controlled customer deployments   Consistent exercise of independent judgment and discretion in matters of significance   IT Groups: CC-Tech (Contact Center), Apple Online Store/Retail, and R&D SW Development   Business stakeholders: Apple Retail, Apple Online Store, and AppleCare Programs: Voice Platforms, Chat and AI, Infrastructure/Framework, and Apple On-Line Store/Retail Projects: Voice, IVR, chat, and email interaction channels integrated with smartphones, tablets, web browsers and artificial intelligence (BOT), online store, eCommerce, application development, and major infrastructure projects to support global contact center operations Business Systems Analyst ADOBE SYSTEMS - San Jose, CA April 2006 to June 2012   IT - Global Applications - Customer

Interaction Management   Partnered with Customer Success Organization and Sales to continuously improve the customer experience, the Adobe brand, and reduce expenses through technology, people, and process improvements   Developed, designed, communicated and managed global customer interaction technology strategy (voice, IVR, chat, email, web, fax)   Participated and contributed to the Business and IT annual strategy and project planning process   Developed solutions into major projects ($1m+) through execution including design, development, budget estimate, return on investment, resource requirements, timeline, road map, and governance approval   Developed IT Functional Specifications and managed change control process   Managed the execution and standardization on one global contact center technology solution   Prepared and communicated project updates to senior management, steering committees and sales operations   Updated Business Owners on industry best practices, benchmarking, and new technology solutions   Managed logistics planning and project management for opening, moving and closing contact centers throughout the world   Developed Statement of Work and coordinate vendor on-boarding, procurement and purchase process Senior IT Project Manager OPTIS SYSTEMS CONSULTING - San Rafael, CA September 2005 to October 2005   Responsible for the final phase deployment of Autodesk's European (EMEA) enhanced customer contact center in Neuch tel, Switzerland   Managed timelines, a third-party integration vendor, team members, and local resources   Worked closely with both Autodesk and Integrator resources to ensure proper configuration and adherence to local and worldwide solution design   Provided training for contact center operations, agent, supervisor, and manager desktop configuration, real-time and historical reporting IT Project Manager AUTODESK, Inc - San Rafael, CA January 2002 to September 2005   Responsible for developing enterprise-wide global applications to support and manage customer interactions (voice, IVR, email, fax, and orders)   Responsible for short- and long-term contact center strategy, timelines, road maps, budgetary process including ROI and modeling, vendor management, legal, procurement, presentations, and solution delivery   Determined project level of effort including resources and business case   Developed and maintained multiple project plans and schedules   Performed critical path analysis and developed action plans to mitigate risks

Monitored projects to ensure completion within defined schedule, budget, and quality parameters Lead and managed internal and external project resources   Coached project managers on effective team management, and managed conflict and competition between teams and across organizations Education Bachelor of Business Administration in Personnel Management Loyola University of Chicago Skills Change management, Liaison, Problem solving, Aspect, Avaya, Program Management, Apple, PMP, Project Management Links http://www.linkedin.com/in/michaelcrudell Additional Information   Organized and goal-oriented, with more than fifteen years' experience in program management, project management, and business analyst roles   Strong background in consulting with over fifteen years' direct experience   Analytical problem-solver, able to anticipate issues and create new systems that streamline operations, resolve concerns and improve efficiency   Skilled in building excellent rapport with stakeholders and team members   Able to see the big picture, delegate effectively and motivate team members to achieve task, objectives, goals on-time   Ability to work in a multi-location, multi-cultural, matrix environment   Skills   SDLC, Waterfall, Agile   JIRA, Confluence, Kanban   MS Office   MS Project   MS Visio   FastTrack   Budget Management   Process Improvement   Voice, IVR, SIP   Chat, Email   BOT, Artificial Intelligence   Presentation & Meeting Skills   Conflict Management   Analytical & Problem Solving   Change Management   Consultative Skills   IT/Business Liaison   Sense of Urgency and Ownership   Negotiation Skills   Critical Thinking & Problem Solving   Planning & Organizing   Influencing and Leading   Team Work   Adaptability   Technology   Genesys   Avaya   Aspect   Cisco   IVR   Interaction Routing   SIP   Chat   AI/BOT   Virtual Hold, Scheduled Call Back, Appointment Scheduling   Third-Party Vendors and IVRs   ATT Global Contact Center Services, Verizon, and West Interactive

Name: Sherry Wilson

Email: michaelwilliams@example.net

Phone: 685-714-8986x5694