Luis Arnaut

Technical Program Manager

San Jose, CA, USA • +1 913 957 3706
lou.arnaut@gmail.com • LinkedIn: LuisArnaut • Github: AcevezL

Tech-savvy and solution-oriented **Full-Stack Developer and Technical Program Manager** with 18+ years of experience in web development and software project management. Verifiable history of success managing and delivering technical projects/programs within agreed time, budget, and quality. Proven expertise in product development, process improvement, data visualization, and synergy creation to drive product delivery. Well-versed in front-end and back-end development. Knack for leading multi-functional teams, connecting key stakeholders, and designing innovative solutions to align technical project requirements with the business goals.

Technical Proficiencies

Program and Project Management	Agile, Scrum, and XP Methodologies	Full-Stack Developer
Certified Product Manager	Business and Finance Analyst	REST APIs, MySQL, Mongo
Certified Scrum Master	Data Visualization and Reporting	Bootstrap, Advanced CSS
Certified PMP	Software Localization	C++, C#, .Net, JS, jQuery
People Management and Leadership	Process Improvement	Mongo Express React Node.JS (MERN)
Strategic Planning	English-Spanish Native	

Career Experience

Amazon, Seattle, WA   **Aug 2021 – Present**
Sr. Technical Program Manager

Spearhead JWO (Just walk out) technical projects to improve machine learning algorithms across physical Amazon stores.

Lead Venture, San José, CA   **Jan 2020 – Jul 2021**
Original Equipment Manufacturer (OEM) Program Manager

Spearhead a digital marketing program for OEMs, leading all aspects of the program's governance, processes, and improvements for Dealer Spike and ARI to better implement and manage OEM web products. Manage product managers, engineers, UI/UX designers, and coordinate with OEM customers, such as Bombardier, Mahindra, Kubota, and Polaris. Oversee business operations for OEM programs; driving technical support and product delivery.

- Secured and protected a $500K+ yearly revenue with an OEM marketing program.
- Improved the processes that resulted in turnaround reduction of launch from ~60-90 to 15-30 days.

Cox Automotive (AutoTrader), Seattle, WA   **2016 – 2020**
Sr. Program Manager (2018-2020)

Managed a variety of strategic Digital Retailing programs for captive and non-captive lenders, OEMs, and dealer Groups. Streamlined the operations for customers and managed business enablement of products and services. Nurtured strong and long-lasting relationships with lenders and OEMs to understand their needs, improve processes, and recommend innovative solutions.

- Advised on performance metrics, digital retailing solutioning, product customizations, and strategy.
- Launched a multi-million-dollar program with automotive lenders (Bank of America, Chase, and Volvo Financial Services) ~$14M in yearly revenue.
- Enhanced the market penetration of Cox Automotive solutions in the Auto-Lending markets.
- Organized and implemented the Cox Automotive's first LGBTQ Employee Resource Group (ERG).

Strategic Project Manager (2016-2020)

Provided technical leadership and support to cross-functional teams in ensuring delivery of strategic projects among several Automotive OEMs within agreed time, budget, and quality. Collaborated with key stakeholders on software

engineering, UI design, advertising, and executive leadership to launch products and services. Fostered robust relationships with stakeholders. Held ultimate responsibility for translating technical terms of digital retailing, web development, and engineering to broader audiences, internally and externally.

- Introduced and implemented new project toolkit and best practices to streamline the project management processes.

Merchants Bank, South Burlington, VT   **2014 – 2016**
Project Manager (C-Level)

Leveraged the bank's Project Management Office's excellence by defining procedures, guidelines, and best practices for bank's portfolio consisting of projects. Coordinated the acquisition of NUVO bank and merger into the bank. Led all aspects of business case development, project planning, and third-party management.

- Successfully launched an FFIEC-compliant third-party management program within the first nine months.
- Acknowledged for improving the bank's business continuity program and procedures in the first year.

Sprint Nextel Corporation, Overland Park, KS   **2010 – 2014**
Systems and BI Analyst III

Contributed towards redefining capital and expense forecasting and budgeting process through the definition of stakeholders, step-by step guidelines and correct workflows. Executed system development and analysis methodologies. Implemented an enterprise performance management (Hyperion Planning) suite from Oracle.

- Boosted the business reporting efficiency by developing integrated system for network planning and rollout (coverage + capacity) compatible with PeopleSoft (Oracle and SQL Server/ASP.Net [MVC 3.5]).
- Designed, developed, and implemented a budget tracking system that reduced the forecasting cycles from 30 days to 1 day.
- Decreased the overall reporting and analysis turn-around time from 3 business days to 1 hour.

Additional Experience

Software Engineer / Technical Project Manager (2007 – 2010) at Softtek / GE Capital, Mexico and Stamford, CT
Defect Analyst (2006 – 2007) at IBM (Contracted by Hildebrando), Guadalajara, Mexico
Lead Software Engineer (2003 – 2006) at Cenedic, Colima, Mexico

Education

Bachelor of Science (B.S.) in Telecommunications and Informatics
Universidad de Colima, Colima, Mexico (2004)

Professional Certifications

Full Stack Coding Bootcamp | UC Berkeley (2021)
Web Design and Development Certificate | Cornell (2020)
Certified Scrum Master Credential ID: 673271 | Scrum Alliance (2017)
Certified Scrum Product Owner Credential ID: 673271 | Scrum Alliance (2017)
Project Management Professional (PMP) Certification Credential ID: 1916645 | PMI (2016)
Analyst-Programmer Certificate |Universidad de Colima (2000)