

ANNA MUSHI

PROGRAM MANAGER | CUSTOMER SUPPORT | CLOUD & DATA & AI| PROJECT DELIVERY

PERSONAL DETAILS

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PROFILE

Technical Program Manager experienced in delivering cloud migrations, enterprise application upgrades, and feature rollouts across SaaS, PaaS, and IaaS platforms. Skilled in Agile and Waterfall delivery, automation using Python, PowerShell, and Microsoft 365 Power Automate, and driving efficiency improvements. Strong background in governance, risk management, and cross-functional stakeholder alignment. Frequently assumes managerial duties during leadership absence and mentors junior team members to build capability and ensure continuity.

EDUCATION

Msc in Cloud Computing -Part Time

Sep 2024

Munster Technological University, Dublin

- Mastered cloud technologies including orchestration (Python, Docker, Kubernetes), multi-cloud environments (AWS, Azure, GCP, OCI), and cloud security (IAM, Zero Trust, DevSecOps). Architected secure cloud infrastructure as part of academic modules and capstone projects, covering networking (TCP/IP, DNS, firewalls), databases (SQL, NoSQL), user access controls, and storage solutions in AWS and Azure environments. Gaining expertise in Blockchain technology and AI-driven cloud protection through a thesis on federated learning.

Diploma in Project Management

Jan 2025 – Jun 2025

Alison

Bachelor of Engineering, Electronics and Telecommunication

Jan 2012 – Jan 2016

Dar es Salaam Institute of Technology (DIT)

PROJECTS

Microsegmentation Security Project - Tech Lead

Jun 2024 - Present

- Led technical implementation of Cisco Secure Workload (formerly Tetration) for critical applications, leveraging AI/ML-driven microsegmentation to reduce attack surface and prevent lateral movement. Coordinated with CISO, infrastructure, and application teams to align security policies with business and compliance goals.

Enterprise Apps Upgrade & Feature Enhancements-Tech Lead

Jan 2024 - Present

- Delivered upgrades and enhancements for CRM, billing, and asset management systems using both Agile and Waterfall approaches. Collaborated with cross-functional teams to align technical execution with business needs, ensuring smooth delivery and stakeholder satisfaction.

Cloud Migration of Enterprise Applications-Techn Lead

May 2025 - Present

- Led the migration of critical enterprise applications and supporting infrastructure from on-premise servers to a hybrid cloud environment (Azure). Collaborated with infrastructure, cloud, and application teams to design the migration architecture, ensure data integrity, and minimize downtime. Oversaw testing, cutover planning, and post-migration optimization to enhance scalability, security, and performance.

AI-Driven DDoS Detection in Cloud Infrastructure-Research

Sep 2024

Lead

- Research Msc: Designed and implemented a federated learning-based framework to detect distributed denial-of-service (DDoS) attacks in multi-tenant cloud environments. Led the end-to-end research lifecycle including literature review, model development, data simulation, and evaluation. Focused on enhancing detection accuracy while preserving data privacy across decentralized cloud nodes.

EMPLOYMENT

Senior Technical Expert- Program Delivery

Oct 2023 - Present

Electricity Supply Board(ESB), Dublin City

- Led end-to-end delivery of cloud migrations, enterprise application upgrades, and feature rollouts across SaaS, PaaS, and IaaS platforms. Agile ceremonies and sprint planning, improving team efficiency by 15% and ensuring compliance with security and documentation standards.
- Delivered 8 successful releases with 100% deployment success, leveraging sprint retrospectives and backlog refinement to continuously improve delivery quality and predictability.
- Ensured 100% sprint compliance across 10+ sprints across 7 products, driving velocity tracking and burndown chart reviews to maintain alignment with business priorities.
- Managed defects, incidents, dependencies, and cross-team communication with global stakeholders through daily stand-ups and Kanban boards, achieving a 40% reduction in resolution time and improved service uptime.
- Collaborated with Product Owners, QAs, and engineering teams across multiple time zones to refine user stories, prioritize backlog items, and deliver secure, scalable infrastructure for applications serving millions of electricity customers.
- Automated reporting and operational workflows using Python, PowerShell, and Microsoft 365 Power Automate, creating real-time dashboards for sprint progress and RAG status updates, reducing manual effort by 50% and increasing transparency for leadership.

Strategic Program Manager- Automation

Jan 2025 - Present

Ireland Chapter of PMI, Dublin

- As a volunteer I started the chapter's first automation and digital transformation team, delivering Microsoft 365 solutions that enhanced reporting, streamlined workflows, that boosted member engagement.
- Partnered with IT and engineering to enhance website features and internal systems, aligning technology improvements with organizational goals to improve service delivery.

Project Delivery, Database & Applications

Oct 2020 - Aug 2023

Vodafone, Tanzania

- Resolved database and application issues for over 22 million customers across internet, voice, and SMS platforms, ensuring high availability and meeting SLAs for financial institutions and VIP clients.
- Integrated customer feedback from social media into support workflows and worked with developers to improve responsiveness and application performance.
- Automated operational tasks using Python, SQL, and PowerShell, reducing manual work by 50% and allowing the team to focus on strategic improvements.
- Led Agile delivery of enterprise support programs by running sprint planning, daily stand-ups, and retrospectives, which improved service quality and reduced issue resolution time.
- Managed and mentored a team of 12 engineers, delegated tasks, supported career growth, and coordinated with offshore vendors to deliver feature upgrades and change requests.

Consulting via Ericsson

- Delivered consulting services for Airtel's Intelligent Network Systems and core network infrastructure, ensuring SLA compliance and uninterrupted service for millions of users across Airtel's multinational operations (Africa, India, and other regions).
- Managed and troubleshooted large-scale network infrastructure, including thousands of routers and switches from Cisco, Juniper, and Huawei across CORE-PS nodes and MPBN systems, improving reliability and reducing downtime.
- Led network modernization, deployment, and migration projects, upgrading legacy systems to next-generation architectures to enhance scalability and performance.
- Provided 24x7 support, including weekends and bank holidays, for mission-critical network operations, ensuring high availability and rapid incident resolution.
- Collaborated with architects and stakeholders to design secure, scalable telecom solutions, covering networking, databases (Oracle), user access, and API integrations, while applying risk management frameworks to mitigate delivery challenges.
- Administered SQL databases and automated reporting workflows, cutting manual effort by 50% and enhancing operational transparency; supported accurate billing of customer usage (data, voice, SMS) through Intelligent Network Systems, ensuring real-time charging integrity and SLA compliance.

CERTIFICATIONS

Technical Skills

- **Programming & Scripting:** SQL, Python, HTML, Java, PowerShell, Shell Scripting
- **Networking & Protocols:** TCP/IP, Routing & Switching (Cisco, Juniper, Huawei)
- **Cloud & Infrastructure:** Azure, AWS, DevSecOps, VMware, Terraform, Docker, Kubernetes, VPC, IAM, Security Groups
- **Project Management Tools:** Jira, Microsoft Project, Monday, Asana, Trello, Notion
- **Productivity & Reporting:** Copilot, Microsoft 365 (Advanced), Google Suite, Power BI, Canva

PRINCE2® 7 Foundation	Jul 2025
Certified SAFe® 6 Scrum Master – SAFe Agile PM	Sep 2025
TOGAF 10	Jul 2025
Program Management Fundamentals	Jan 2025
Project Management Communication, Stakeholders & Leadership	Jan 2025
Certified ScrumMaster® (CSM®)	May 2020
Six Sigma Yellow Belt	May 2020
Microsoft Certified: Azure Fundamentals	Aug 2024
AWS Certified Cloud Practitioner	Jul 2022