ASHLEY DSOUZA

Technical Program Manager

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📍 Vancouver, BC

WORK EXPERIENCE

Technical Program Manager
CrowdStrike

📅 June 2023 - current 📍 Vancouver, BC

- Lead strategic and tactical support for the Portfolio/Product Group, ensuring successful roadmap planning and execution for 4 engineering teams with 40 software engineers, UX engineers, technical writers.
- Implemented flexible processes to meet unique operational needs which improved developer and product owner satisfaction ratings by 35%.
- Supported major executive-level initiatives, delivering impactful features by managing global delivery teams, guiding scrum ceremonies, removing obstacles and ensuring cross-team communication for seamless project execution. Tracked and communicated processes, reducing project delivery times by 14% and increasing team collaboration.
- Conducted weekly meetings with stakeholders and team members to provide project updates and address any issues, resulting in improved communication and transparency.
- Ensured on-time delivery for 95% of projects to meet the organization's quarterly and yearly Objectives and Key Results (OKRs).

Technical Program Manager
Amazon

📅 June 2017 – June 2023 📍 Seattle, WA and Vancouver, BC

- From 2017 to 2019, led Amazon Web Service's security organization's change monitoring and vulnerability management programs.
  - Improved process to automate the identification production pipelines by 65% which improved AWS's security posture by including ~25000 production pipelines in some mandatory audit mechanisms.
  - Implemented a change review mechanism on 25000 production pipelines for about 400 engineering teams which reduced unreviewed code reaching production by 78%.
- From 2019 to 2023, managed the Amazon's Private Label Credit Card portfolio, driving several critical projects.
  - Driving a 20% increase in user adoption by implementing a QR code-based payment system at Amazon physical stores.
  - Improving customer payment data security by migrating from physical data stores to AWS hosted services.
  - Improving private label credit card acceptance by 37% by implementing a one time passcode system for new customers while submitting credit card applications.
- Delivered critical technology initiatives across multiple teams, improving security, enhancing user experience, and optimizing business outcomes.
- Communicated program status and strategy to Directors and VPs, building consensus and harmonizing stakeholder views.

SKILLS

Leadership
Task Management
Agile Methodologies
Project Planning
Resource Allocation
Risk Management
Stakeholder Management

TOOLS

JIRA
Confluence
MIRO
AWS (S3, DynamoDB, Lambda, SNS, EC2, API Gateway, SES)
JavaScript
Adobe SiteCatalyst

CERTFICATION

Certified Scrum Master

EDUCATION

Master of Science in Computer Science
State University of New York at Buffalo
2010-2012
Buffalo, NY

Bachelor of Engineering, Computer Engineering
University of Mumbai
2005-2009
Mumbai, India

Software Engineering Team Lead

Ernst and Young   - Society

📅 January 2015 – June 2017   📍 Seattle, WA

- Planned and executed web analytics for client applications, collaborating with business teams, marketing managers and developers.
- Led the design and implementation of tagging solutions, ensuring minimal performance impacts and accurate data collection across digital assets.
- Supported analytics development teams and data architects in deploying and maintaining enterprise-wide analytics solutions.

Software Engineer – Front End

Lochbridge

📅 March 2014 – December 2014   📍 Detroit, MI

- Developed applications using JavaScript, HTML5, and CSS3, leveraging best practices in design patterns and MVC architectures like AngularJS.
- Led estimation, analysis, design, and architecture efforts, ensuring successful project delivery.

Software Engineer – Front End

Stratigent LLC

📅 May 2013 – March 2014   📍 Chicago, IL

- Developed JavaScript and jQuery solutions to gather and analyze web page data, meeting business requirements and driving insights.
- Managed projects and client relationships, including estimation, timeline creation, resource management, and mentoring junior analysts.

Software Engineer

Royal Cyber Inc

📅 July 2012 – May 2013   📍 Chicago, IL

- Served as the interface between users and development teams, working on Java Server Pages, custom tags, and expressions for front-end functionalities.
- Implemented RESTful Web Services and used JDBC and JNDI for database connectivity and service lookups.