

Dana Bowlin

Products, Programs, Projects and People

509-947-3020 • bowlindm@gmail.com • www.linkedin.com/in/danabowlin • danabowlin.me

SUMMARY

Dynamic and visionary Head of Product, Program and Project Management with over 20 years of strategic leadership and deep technical expertise in architecting, deploying, and optimizing complex software solutions and infrastructures for high-growth startups in Cloud, Media, and SaaS industries. Acclaimed for pioneering innovative processes and systems that drive exceptional customer value and operational excellence. Adept at spearheading cross-functional collaboration and inspiring high-performance teams in cutting-edge product development environments. Passionate about fostering a culture of innovation, agility, and continuous improvement. An enthusiastic gardener with a keen eye for nurturing growth and cultivating success for people and businesses.

KEY ACHIEVEMENTS

Live Video Streaming Product

Built the product and operations strategy for a live video streaming service that is fundamental to Warner Media/Discovery

Team Leadership and Transformation

Led 30 teams and more than 300 people through a very successful organization change that resulted in Product Market Success and Customer Value

Cloud Spending Reductions

Reduced Infrastructure spending by 3 million dollars by reducing hardware footprint and operating costs for Live Video Streaming Services

PROFESSIONAL EXPERIENCE

Palmetto Solar

Remote

SVP Fulfillment Platform, Product and Engineering

07/2022 - 12/2023

- Developed Vision, Strategy and Roadmaps for Solar Sales, Financing, Mapping and Installation for Customers in the US
- Accelerated operational efficiency by 100% by designing and implementing a fulfillment platform for Solar purchasing, design and installation which was completed in less than a year
- Collaborated with Financing and Executive team on Product Vision to Build High Growth Financing Product from 0 to 1
- Developed Vision, Strategy, and Roadmap for Finance and Accounting team to include ERP (Netsuite) and associated applications (Stamply, Stripe, Floqast), which reduced software and operating costs by 50% through architecture and vendor management
- Led GIS Mapping and Data Team through Product Transformation and Integration with the Fulfillment Platform that resulted in increased sales and operations efficiencies
- Built OKRs and KPIs that ensured the Fulfillment Process was meeting the expectations of the Executive team and the Board
- Fostered a culture of innovation and collaboration within the organization to optimize the product value to the company and customers
- Built and Scaled team of Engineers, Product, Data, Geospatial Engineers to deliver products of value to our customers
- Built and Lead Product and Engineering teams through Product Planning cycles and Product Operations
- Ensured Effective SOC2 Controls for the Platform to include platform, sales and payment services

Warner Bros Discovery (Acquired iStreamplanet)

Remote

Senior Director, Product and Core Services

10/2018 - 07/2022

- Led product and delivery of cutting-edge Video Streaming service, used by customers, such as NBC, Hulu, and WarnerMedia
- Reduced operating spending by 3 million dollars through reduction of hardware, software and operating costs
- Worked collaboratively with the PMO and project managers at WarnerMedia to deliver time sensitive projects like March Madness
- Increased quality, reliability, and overall user experience of streaming content for ISP and WarnerMedia by leading team consisting of skilled engineers and experts in product development and exceptional Performance Monitoring
- Strengthened organization's security posture by leading a team of engineers specializing in Infrastructure and Security automation and establishing robust security framework
- Enhanced workplace satisfaction and productivity by leading team of IT professionals in redefining and elevating internal IT
- Led Customer Experience teams and improved operational efficiencies to ensure the highest level of customer service quality

ForgeRock

Remote

Technical Program Manager, Security Compliance and Audit

06/2018 - 10/2018

- Created the Audit and compliance program from 0-1
- Increased the number of security controls and compliance that were built into the systems by 200%
- Streamlined third party controls and governance
- Improved customer experience through standardize Security Controls and processes

Pacific Northwest National Laboratory

Richland, WA

IT Portfolio Manager, Operations

04/2017 - 06/2018

- Enabled a 50% increase in IT funding (the most ever) through the creation of comprehensive portfolio analytics in alignment with stakeholders
- Improved collaboration and data exchange between IT and business teams, fostering stronger relationships and alignment of objectives
- Managed relationship with the PMO, working to plan resources and budgets for projects and programs

PROFESSIONAL EXPERIENCE

CenturyLink Cloud (Acquired Tier3 - IaaS Startup)

Bellevue, WA

Director of Product Management, Cloud Platform Products

06/2012 - 01/2017

- Led and built Products for IaaS, PaaS, Billing, Orchestration, Security and Backoffice Automation
- Held multiple roles including Chief of Staff for the SVP of CenturyLink and Manager of Projects and Programs
- Built a standardized process for deploying a one of a kind data center which resulted in 9 data centers globally
- Led all the managed services offerings for a Startup cloud provider, including Email, Storage and Connectivity Managed Services
- Led all professional services engagements resulting in additional revenue
- Managed the purchases and deployments of data centers in the US and UK
- Implemented SSAE (now SOC2) process and certifications internally and as a service for customers
- Designed and implemented the operations and NOC processes to ensure responsive customer experience
- Created standard process for managing customer facing projects including planing, status, metrics, communications and change management

ADDITIONAL EXPERIENCE

Pudget Sound Energy

Bellevue, WA

Senior Business Analyst

10/2011 - 06/2012

Bechtel

Frederick, MD

Global IS&T Program/Project Manager/Senior Software Engineer

11/2001 - 07/2011

Tracker Business Systems (Medical Billing Startup - Dissolved)

Richland, WA

Software Engineer

10/2000 - 06/2001

RTS (Fruit Packing Startup - Acquired)

Richland, WA

Software Engineer

03/2000 - 10/2000

TECHNICAL SKILLS

Product Management · Technology Operations · Cybersecurity · Project Management · SOC2 · PMO · OKRs · Product Strategy · People Management · SaaS · Scrum · Agile · DevOps · Data Migration · Data Integration · Infrastructure · Cloud · JIRA · Confluence · Github · ERP · Software Engineering · Leadership · Startup · Product Operations · Customer Service · AWS · Google · Azure · Managed Services · Technology Strategy · Agile Development · Program Management · Stakeholder Management · Product Roadmap · Cloud Services

CERTIFICATIONS

[Project Management Professional \(PMP\)](#) — Project Management Institute

[AWS Certified Cloud Practitioner](#) — Amazon Web Services

[Certified Information Security Manager \(CISM\)](#) — Currently working on Certification - Test to be taken Aug 2024

EDUCATION

Eastern Washington University

Remote

Masters of Business Administration, MBA

2021 - 2023

Central Washington University

Ellensburg, WA

Bachelor of Science, Computer Science

1995 - 2000

Volunteering

Project Management Institue - Western Idaho Chapter

Board Member - VP of Technology

07/2024 - 07/2026

How can this experience make you a better candidate for the job you're applying to?