

## Contact

509-947-3020 (Home)  
bowlindm@gmail.com

www.linkedin.com/in/danabowlin  
(LinkedIn)  
danabowlin.me (Blog)

## Top Skills

Business Analysis  
Business Process  
Business Strategy

## Certifications

ITIL V2011  
US Lacrosse Coach  
Certified ScrumMaster (CSM)  
USAG Professional  
Project Management Professional  
(PMP)

# Dana Bowlin, PMP, CSM

Senior Director of Core Services and Product at iStreamPlanet  
Greater Kennewick Area

## Summary

Agile team leader capable of managing full software development life cycle (SDLC) projects for enterprise wide applications and solutions using Agile and tradition project management methodologies  
Successfully managed teams thru agile and DevOps transformations  
Enable better business decisions by creating and using key metrics and data

Proven ability to maintain multiple priorities and projects in a fast paced and dynamic environment

Spent the last 4 years managing global products in a public cloud environment

Strong communicator able to interact effectively and positively with customers, peers, senior management and individuals of all technical abilities

Exceptional ability to grasp and master new technologies quickly and easily

Easy going and enthusiastic personality, known for going the extra mile to get the job done

---

## Experience

iStreamPlanet

2 years

Senior Director of Core Services and Product  
August 2020 - Present (2 months)

Director of Core Services  
January 2020 - August 2020 (8 months)

Group Product Manager  
October 2018 - January 2020 (1 year 4 months)  
Greater Seattle Area

THREE RIVERS LACROSSE CLUB  
Coach

November 2018 - Present (1 year 11 months)

Richland/Kennewick/Pasco, Washington Area

## ForgeRock

Technical Program Manager - Security Compliance and Audit

June 2018 - October 2018 (5 months)

Creating and managing the Security Compliance and Audit Program at ForgeRock

## Pacific Northwest National Laboratory - PNNL

IT Portfolio Manager

March 2017 - June 2018 (1 year 4 months)

Richland, Washington

IT Portfolio manager for PNNL Operations Systems Division, that supports a vast array of applications and products.

Defining, developing and supporting a large transformation to agile and devops mindset and delivery mechanisms

Managing the life cycle for a portfolio of products, including triage of features, backlog grooming, creation of stories thru to deploying release notes to production and doing the end of life of products.

Lead and drive a quarterly review with all Project Managers and Portfolio Mgrs roadmaps to review alignment, gaps and/or overlaps.

Work hand in hand with the Project Management Office to ensure that there was effective communication and translation between senior leaders regarding agile transition

## CenturyLink

3 years 7 months

Director Product Management

January 2016 - December 2016 (1 year)

Bellevue

Director and lead product owner for the Public Cloud Platform Product.

Maintained agile and devops product lifecycle for multiple products in this portfolio.

Led a team of amazing product owners and product analysts focused on CenturyLink's Cloud Platform (IaaS, PaaS, Billing, Orchestration, Security and Back Office Automation).

Lead Product Owner for new Virtual Firewall Services product which included knowing highly technical details about network topology, hardware limitations and new software methodologies such as containers.

Managed the life cycle for a portfolio of products, including triage of features, backlog grooming, creation of stories thru to deploying release notes to production and doing the end of life of products.

Worked with Commercial, Marketing, Strategic and Senior leadership to price existing products thru a highly-reviewed business case model.

Led and drove a quarterly review with all Directors of products and their teams to review alignment, gaps and/or overlaps.

Led and drove the successful initiation and execution of a Monthly Operations and Business review with all Product Directors and associated teams.

Worked hand in hand with the Project Management Office to ensure that there was effective communication and translation between senior leaders regarding agile versus waterfall projects.

Led and worked with team to do budget planning for each product and updated and reviewed it as required by the company.

Managed a team of contractors to support products, security changes and features.

Worked with Finance, Procurement and leadership teams to define vendor agreements and bring vendors in to help support product features.

Director, Office of the SVP of Platform  
January 2015 - January 2016 (1 year 1 month)  
Bellevue WA

Director and lead product owner for products developed out of the Office of the SVP of Platform/CTO

Built and led a team that created and maintain a Technical Executive Briefing Program for Centurylink.

Helped with the design and transformation of a team of 300 people from a waterfall to agile and devops methodology

Managed Senior Vice Presidents, VPs and Directors speaking engagements and trip schedules to customer sites.

Collaborated with Marketing and design teams on public facing contents and reports.

Led and drove a quarterly review with all Directors of products and their teams to review alignment, gaps and/or overlaps.

Led and drove the successful initiation and execution of a Monthly Operations and Business review with all Product Directors and associated teams.

Worked hand in hand with the Project Management Office to ensure that there was effective communication and translation between senior leaders regarding agile versus waterfall projects.

### Manager of Program Managers

June 2013 - January 2015 (1 year 8 months)

Bellevue, WA

Program and project manager of global IS&T enterprise application sys.

Built and led a team of technical program manager to manage and build operational and service related products.

Working cross functionally with Product teams and development teams to ensure operations project requirements are captured and completed as part of software release cycle.

Worked closely with a variety of hardware and software vendors to develop a one of a kind datacenter deployment process and standard.

### Mt Si Gymnastics Academy

Coach

January 2013 - November 2016 (3 years 11 months)

North Bend, Washington

Coached Competitive gymnastics for level 3 and 4, which included planning daily workouts, teaching routines, and spending weekends at gymnastics meets for performances.

Coached Pre-Competitive gymnastics, which included planning daily workouts, assessing gymnasts skills and working with parents.

Mentored and taught new coaches how to plan daily workouts and how to spot kids in gymnastics skills.

### Tier 3, Inc.

Project and Program Manager

June 2012 - June 2013 (1 year 1 month)

Senior Project Manager for an agile/devops startup that focused on delivering a public cloud and managed services offering.

Worked cross functionally to track and deliver multiple operations projects for internal business and external customers.

Led the deployment of global data center builds from procurement through hardware install to software install and go live for customers.

Worked with auditors for yearly compliance and certifications which include auditing, process improvements, lessons learned and risk assessments.

Worked with multiple teams to standardize and put into operation new processes for operations, NOC and sales team, with a focus on ensuring customers and the business are aligned.

Working cross functionally with Product teams and development teams to ensure operations project requirements are captured and completed as part of software release cycle.

Created a standard process for managing customer facing projects, including project plans, status reports, metrics, communication plans and change management.

### Puget Sound Energy

#### Senior Business Analyst

October 2011 - June 2012 (9 months)

Bellevue, WA

Business Analyst charged with the requirements gathering, communication, scheduling and implementation of new technologies at PSE

Provided key role in collaborating with the business to implement a Virtual Desktop Infrastructure (VDI) environment

Managed communication and deployment strategy with the business for Exchange 2010 migration

Provided Senior Analyst role in a Windows 7 and Office 2010 migration

### Bechtel

9 years 8 months

#### Global IS&T Program and Project Manager

August 2008 - June 2011 (2 years 11 months)

Frederick, Maryland

Program and project manager of global IS&T enterprise application systems request process. Maintained well organized, efficient operations including project management, business analysis, fulfillment, customer management, management reporting, senior level reporting, and process improvement.

- Managed and streamlined a radical change to a global application lifecycle model to reflect new virtualization and cloud technologies that support rapid time to delivery for projects

- Designed/Developed/Implemented software using SDLC to automate IS&T service requests to minimize time to delivery using ITIL methodologies
- Significantly improved practices and procedures using six sigma and lean methods in cross functional areas including, requesting, change management, configuration management, release management, development, operations, and support, decreasing the time to delivery by an estimated 250%
- Established reputation for effective and prompt response to service requests, guaranteeing applications and services within needed time frame
- Recommended solutions, provided metrics and status reporting to the Senior Management including the CIO and CTO

#### IS&T Business Analyst and Project Coordinator

November 2006 - August 2008 (1 year 10 months)

Project Manager and Business Analyst position charged with the requirements gathering, scheduling and implementation of applications to support approximately 3000 customers.

- Maintained a reputation for exceptional business requirements gathering and project scheduling enabling continued customer satisfaction
- Worked extensively with all functions, ie, Project Controls, Procurement, Construction, HR, IST, to ensure projects for IST were tracked and completed successfully and as required by the customers
- Coordinated with senior operations managers a successful plan of day operations meeting to track service reliably, service maintenance and customer satisfaction

#### Senior Software Engineer

November 2001 - November 2006 (5 years 1 month)

Senior Software Engineer position responsible for leading development projects and team while also providing database administration for all organizations on the project

- Designed/Developed/Implemented/Maintained and documented over 30 application using SDLC methods. Fully managed the top five applications that supported the revenue, schedule, risk and construction of the project
- Successfully administrated over 150 SQL Server 2000 and Oracle databases
- Worked effectively and efficiently with a large team of individuals to integrate five large applications
- Verifiable track record for delivering quality applications that meet all the clients' requirements, on time and under budget

#### Tracker Business Systems

Software Engineer

2000 - 2001 (1 year)

Charged with the object oriented design, development and documentation in an enterprise medical and billing system.

- Worked extensively in all areas of software development cycle: analyzed software requirements; designed software solutions; developed and implemented programs; and performed maintenance
- Collaborated with teammates to ensure that application development was on time and on budget

---

## Education

Central Washington University

Bachelor of Science, Computer Science · (1995 - 2000)

Kamiakin High School

High School Diploma · (1992 - 1995)