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Top Skills

Project Management Office (PMO)
Business Planning
Application Development

Certifications

Project Management Professional
(PMP)®
Certified ScrumMaster (CSM)
USA Lacrosse Coach - Level 2

Dana Bowlin

SVP Energy Platform @ Palmetto | Leading Energy Software
Solutions
Meridian, Idaho, United States

Summary

With over 20 years of experience in software engineering, project, program and people management, I lead the Energy Platform team at Palmetto, a company that provides solar installation and financing solutions. I oversee the development and delivery of software products that enhance the customer journey, optimize the operational efficiency, and increase the profitability of the solar business.

Throughout my professional journey, I've consistently excelled in aligning technology initiatives with long-term business objectives. Recognized for my ability to cultivate strategic partnerships and provide strategic direction to cross-functional professionals, I have proven expertise in identifying and rectifying digital skill gaps. I am passionate about creating innovative and scalable solutions that leverage the latest technologies and best practices in the industry. I have a strong background in agile project management, process improvement, customer relationship management, and team leadership.

Experience

Palmetto
SVP Fulfillment Platform
July 2022 - Present (1 year 5 months)
Remote

In the capacity of Senior Vice President for the Energy Platform, my key responsibility involves overseeing the continuous evolution of our energy platform in alignment with our business objectives. I provide guidance and dynamic leadership to our brilliant engineering and product teams. My ultimate mission is to deliver innovative software platform that not only support solar installations but also drives our business growth and enables scalable opportunities.

My notable contributions within this role are:

- Partnered with business leaders and built lasting relationship that enabled us to build a scalable platform that supports the installation of Solar for Customers.
- Fostered culture of innovation and collaboration within team to optimize software development processes.
- Facilitated real-time data analysis, reporting, and decision-making into our platform that enables the business to drive change.
- In alignment with the Chief Accounting Officer, Built a team to build and support the Corporate Accounting Systems such as Netsuite, Concur, Stamplicy, etc.

TREASURE VALLEY YOUTH LACROSSE LEAGUE

Assistant Lacrosse Coach

September 2023 - Present (3 months)

Meridian, Idaho, United States

Lacrosse coach for girls grades 7th and 8th.

- * Planning Lacrosse practices
- * Working with and communicating effectively with Board, Parents girls, and other coaches
- * Managing girls performance and skills development

Three Rivers Lacrosse Club

Girls Lacrosse Coach

November 2018 - June 2023 (4 years 8 months)

Richland/Kennewick/Pasco, Washington Area

Lacrosse coach for girls grades Kindergarten thru 4th grade.

- * Planning Lacrosse practices
- * Working with and communicating effectively with Board, Parents girls, and other coaches
- * Managing girls performance and skills development

iStreamPlanet

3 years 10 months

Senior Director of Product and Core Services

August 2020 - July 2022 (2 years)

Remote

In this role, I offered strategic guidance to a cross-functional team consisting of product owners, program managers, directors, and engineers. It essential to share that I spearheaded collaborative endeavors spanning various departments, including customer success, networking, infrastructure, security, cloud, employee experience, and candidate experience. The primary focus was to ensure coordination and synchronization with the overarching organizational goals.

My notable accomplishments related to this role are:

- Led development and delivery of cutting-edge Video Streaming service, widely adopted by esteemed customers.
- 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.
- Enhanced workplace satisfaction and productivity by leading team of IT professionals in redefining and elevating employee experience.
- Strengthened organization's security posture by overseeing team of engineers specializing in Infrastructure and Security automation and establishing robust security framework.

Director of Core Services

January 2020 - August 2020 (8 months)

Remote

Led team of Product Owners, Program Managers, Directors and Engineers in Core Services team to include, Customer Success, Networking, Infrastructure, Security, Cloud, Employee Experience and Candidate Experience

Group Product Manager

October 2018 - January 2020 (1 year 4 months)

Remote

During my tenure as the Group Product Manager from 2018 to 2020, I was at the forefront of driving product ownership across diverse domains, including customer success, networking, infrastructure, security, cloud, employee experience, and candidate experience. I took charge of managing product backlogs for each team, ensuring a seamless connection with strategic goals.

My major contributions are:

- Enhanced customer interactions and satisfaction by designing and deploying robust customer experience platform.

- Modernized business operations and fostered agility within teams by integrating emerging digital technologies and practices.
- Crafted strategic product development trajectories by guiding engineering teams in creation of comprehensive short-term and long-term roadmaps.

- * Managed backlogs for each product and team
- * Collaborated with engineering to plan out roadmaps for 3, 6, 9 12 months
- * Led the teams thru planning and onboarding of new technologies
- * Led other teams thru a transition in leadership and Product Management Techniques.

ForgeRock

Technical Program Manager - Security Compliance and Audit

June 2018 - October 2018 (5 months)

Remote

Created and managed the Security Compliance and Audit Program at ForgeRock.

- * Creating risk management and control framework for ForegeRock
- * Collaboration with business and engineering teams to build a strong and effective program
- * Configured and deployed GRC application to support control framework and audit process

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 across multiple departments.

- * 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 systems.

- * 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

Girls Gymnastics 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.

- * Planned 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)

Bellevue, Washington, United States

Senior Project Manager for an agile/devops startup that focused on delivering a public cloud and managed services offerings to customers around the world.

- * 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, Washington, United States

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

Eastern Washington University

Master of Business Administration - MBA, Business Administration and Management, General · (July 2021 - March 2023)

Central Washington University

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

Kamiakin High School

High School Diploma · (1992 - 1995)