**Ali Khokhar**

Technical Program Manager | Program Manager | Product Manager | Security & Risk | Virtual Chatbots & Automation

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**PROFESSIONAL SUMMARY**

Senior Program & Product Manager with over 13 years of experience in spearheading complex, cross-functional projects in the software industry. Expert in strategic planning, Product management, risk management, problem-solving, Stakeholder engagement and project lifecycle management. Proven ability to communicate effectively with stakeholders at all levels and drive project success through meticulous planning and organizational skills. Committed to aligning team goals with business objectives to deliver high-quality solutions on time and within budget. Seeking to leverage these skills and experiences to contribute to your team’s success.

**Core Competencies:**

Product Management, Stakeholder Management, Security Roadmap, Product Security, Vulnerability Management, Risk Management, Security Frameworks & controls, Security Monitoring, Secure Coding Practices, Regulatory Compliance, Data Privacy, Cross-Functional Collaboration, OKRs (Objectives and Key Results), Security Awareness

**PROFESSIONAL EXPERIENCE**

**Microsoft | Security Program Manager – Customer Success Security (Contract) | April 2025 - Present**

* Engage with product managers to understand feature requests and prioritize them based on customer needs and business impact.
* Partner with engineering teams to resolve technical issues, address feature gaps, and ensure successful implementation of new features.
* Interact with customers to gather feedback, understand their pain points, and provide updates on the status of their requests and issues.
* Develop and execute strategies to resolve escalations efficiently, minimizing impact on customer satisfaction and business operations.
* Collect and analyze customer requirements to identify feature gaps and areas for improvement in Microsoft products such as Microsoft Defender, Purview, Sentinel, and DLP.
* Prioritize feature requests and issues based on their impact on customer satisfaction and business goals. Track the progress of these requests and ensure timely resolution.
* Monitor and identify potential escalations early to prevent disruptions and ensure timely resolution.
* Collaborate with product managers, engineering teams, and customers to gather insights, understand pain points, and develop effective solutions.
* Develop and execute strategies to resolve escalations efficiently, minimizing impact on customer satisfaction and business operations.
* Ensure transparent and consistent communication with all stakeholders throughout the escalation process, providing regular updates and progress reports.

**Amazon | Security Technical Program Manager – AWS & Payments | September 2022 – March 2025**

* Leading Amazon Payment and AWS security programs, working in tandem with security stakeholders, researchers, customers, and community researchers to pinpoint and address vulnerabilities, and executing security compliance programs to bolster the security stance.
* Spearheaded the launch of a Security AI Agent that provided initial security consultations to engineering teams, summarized consultation tickets, identified security improvement opportunities, and delivered strategic insights to leadership for investment decisions—developed in collaboration with the GenAI team.
* Partner with cross-functional teams (engineering, product management, legal) to "shift left" security and compliance, reducing post-launch security vulnerabilities by 40%.
* Prevented 60+ "red applications" processing sensitive data by implementing secure-by-default frameworks, saving over $6.5M in operational security costs over five years.
* Launched the "Security Champions" program with 25 participants across 10 development teams, empowering them to promote secure coding practices and conduct security-focused code reviews.
* Automated security control deployment using AWS CloudFormation and Terraform, building real-time dashboards with CloudWatch, enabling rapid security event response to security events.
* Ensured 100% security review coverage for all new "red applications," preventing data breaches and unauthorized access.
* Conducted gap analyses against the NIST Cybersecurity Framework v1.1, identifying and prioritizing 40 critical vulnerabilities and creating risk tickets categorized by severity and potential business impact.
* Implemented 50 security improvements, and automated 30 security controls, minimizing operational disruptions.
* Developed and led the triage and prioritization model for applications under a dedicated product security program.
* Participating in the annual planning cycle and aligning with product teams and leadership for security initiatives.
* Serve as an ambassador for Amazon Payment security, adhering to Amazon-wide security policy, standards, and guidelines related to Information Security.

**Microsoft Corporation | Sr. Program Manager – Azure Cloud & AI | January 2018 – September 2022**

* As a Senior Program Manager, spearheaded initiatives to deliver exceptional customer experiences, resulting in 16% increase in customer satisfaction scores and 12% reduction in customer support tickets.
* Within the Azure Cloud & AI team, led the incubation, development, and scaling of self-help features and capabilities across all Azure services, empowering partners and customers to independently resolve 45% more of their inquiries.
* Facilitated cross-functional workshops with engineering, product, and support teams to define program scope, develop detailed project plans with clear timelines and resource allocation, and establish measurable success metrics aligned with Supportability goals, resulting in on-time delivery of projects.
* Proactively identified and mitigated critical program risks and issues, escalating complex challenges to senior leadership and implementing effective corrective actions that prevented potential project delays.
* Collaborated closely with business subject matter experts (SMEs) and external vendors to manage the product backlog, conduct regular grooming sessions, prioritize feature stories based on business value and technical feasibility, and maintain a healthy backlog of user stories.
* Cultivated strong relationships with key stakeholders across different departments, effectively communicating program updates, managing expectations, and fostering collaborative partnerships.
* Led the entire proof-of-concept (POC) lifecycle, from initial requirement gathering and prototype development to launching the minimum viable product (MVP) and subsequent full product releases.
* Developed and delivered engaging training programs and presentations to onboard stakeholders and ensure successful adoption of new programs and processes.

**Business Program Manager -- Business Process Operation (BPO)**

* Developed and articulated program vision and strategy, aligning initiatives with overarching business objectives and securing stakeholder buy-in for successful implementation.
* Leveraged data-driven forecasting and trend analysis to anticipate future program needs and proactively mitigate potential risks.
* Led cross-functional teams in the execution of complex programs, ensuring adherence to project plans, timelines, and budgets.
* Defined clear program scope, requirements, and success metrics, establishing a robust framework for program delivery and performance measurement.
* Proactively identified and resolved program roadblocks and challenges, applying problem-solving methodologies and driving continuous improvement.
* Implemented process improvements and streamlined workflows to enhance program efficiency and optimize resource utilization.
* Developed and implemented a comprehensive performance measurement framework, utilizing OKRs, KPIs, and dashboards to track program progress and demonstrate business impact.
* Leveraged data analytics and scenario modeling to identify program risks, develop mitigation strategies, and inform data-driven decision-making.
* Collected, analyzed, and interpreted program data to generate actionable insights and recommendations for program optimization and continuous improvement.
* Communicated program updates and key performance indicators to stakeholders, ensuring transparency and fostering collaborative partnerships.
* Developed training materials and facilitated training sessions to onboard stakeholders and ensure effective program adoption.

**Bank of America | Project Manager (Global Business Continuity and Disaster Recovery) Jan 2013 – March 2018**

* Worked as Project Manager on various GBCR projects, managing the assigned projects from the point of initiation to implementation.
* Conducted internal evaluations to ensure risk assessment, regulatory and compliance within the company’s operations and identify areas of improvement opportunities.
* Independently identified risk management issues related to BAC locations liability and disaster recovery. Prepares effective strategies, coverage recommendations, policy interpretations and options.
* Responsible for managing, monitoring, and supporting full testing exercises from initial planning to testing and post testing phases.
* Analyzed and maintained incidents during the testing and provided appropriate resolutions to mitigate risks, create plans to identify the corrective action to address issues.

**Project manager (Salesforce CRM)**

* Responsible for gathering and documenting business requirements, functional requirement and detailed business documentation for Mobile project using Agile methodology.
* Analyze and map the as-is of current business processes, compare them to the to-be state as per compliance guidelines, thereby defining the gap, and then create the new process flow diagrams, which would result the organization to be in compliant with.
* Working as a liaison between compliance team and technical groups by planning, conducting, and directing the analysis of compliance changes to be solved in automated systems.
* Actively participated in the testing effort with the technical team which includes User Acceptance Testing (UAT) functional testing, smoke testing, system, and integration testing.
* Managed and maintained problem logs and assignments on JIRA tracking tool.
* Built strategic relationships with various business partners, understanding their business needs and suggest appropriate IT solutions and enhancements to retain the relationship and the business.

**Pioneer Natural Resources | PMO Lead | 2011 – 2013**

* Defined policies, procedures, and documentation for managing and controlling project schedule, including scheduling methodology, tools, level of accuracy, control thresholds (limit beyond which preventive/corrective actions needed), rules of performance measurement (e.g. earned value).
* Defined activities ('tasks' and 'work efforts') by further decomposing work packages into activities for more detailed and accurate estimations to produce the deliverables.
* Determined and analyzed business information requirements for data, reports, visualizations, data definitions, training, data quality, and service levels.

**IBM Corporation | Project Manager/Business Analyst | 2010 – 2011**

* Responsible for devising project plans, coordinating multi-team activities in the building and maintaining large-scale IT Test environments in several data centers.
* Communicate with stakeholders, negotiate expectations, set clear procedures, and ensure that objectives are achieved.
* Constantly monitor and report on progress of the project to all stakeholders.
* Provide routine status updates to the project team and management defining project progress, problems, and solutions.

**AGA Medical Corporation, Plymouth, MN | Sr. Business Analyst | 2009 - 2009**

* Gathered Business requirements; analyzed data/workflows. Defined the scope, financial projections, and Cost/benefit analysis.
* Interviewing business area experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and engineering.
* Progressed from Problem Statement to well-documented Designs.
* Responsible for performing functionality and User Acceptance testing (UAT) in production environment.

**Education:**

* Master’s in information systems - University of Texas - 2017
* Bachelor’s in information systems - Minnesota State University, St Cloud, MN - 2010