#### **Professional Summary**

Program and Product Manager with 25+ years of combined experience in Business and Mobile Applications and Delivery. Extensive experience in project and program management, product management, business process analysis, solution delivery methods including agile and data analysis. Worked with senior business leaders on mission-critical custom application development in global organizations.

**Industries:** Automotive, Healthcare, Marketing, Human Resources, Publishing and Financial Services

**Competencies:** High-Performance Team Building, Decision-Making Skills, Change Manager and Agent, Negotiator and Motivator with collaborative problem-solving experience

#### **Professional Expertise**

Global Program Management • Portfolio & Project Management • PMO • Delivery Management • Product Owner

• Product Management • Operations Management • Business Relationship Management • Quality Assurance •

Change Management • Business Application Development • Database Marketing Management •

Financial Management • PMI • Agile • SDP • RUP • SCRUM• ITIL• GPDS• SPLUNK• DYNATRACE

#### **Experience**

## Product Manager/Product Designer Jun ’21 – Present

## Ford Motor Company (on contract), Dearborn, MI

* Global Knowledge Management
  + Supported development and deployment of RealTimeEngine (RTE search engine) using elastic search
* Communication Channel Enablement
  + In conjunction with vendor deployed SMS, MMS messaging to enable Ford customer support services communication with Ford customers
  + Deployed several chat campaigns for different Ford Business units’ support services
  + Supported phone call (Bucher&Suiter) application
* Ford Pass
  + Managed Ford Pass Phone as a Key (PaaK) and Vehicle details page resiliency
  + Built a roadmap to improve product availability and performance KPIs
  + Used JIRA and Agile extensively to manage product delivery. Conducted daily scrum and weekly product backlog grooming and prioritization sessions
  + Implemented app maintenance alert (MVP) to notify Ford Pass users on app maintenance
  + Developed dashboard in SPLUNK to monitor metrics against KPI
  + Used DYNATRACE to analyze the root cause for metrics below KPI

## Delivery Lead Aug ’19 – Jun’21

## BlueCross BlueShield of Michigan, Detroit, MI

* Lead several data migration projects all the way from estimation to delivery using Agile
* Lead the development of product road map including infrastructure components.
* Developed and presented project performance in terms of scope, cost and schedule
* Identified risks. Developed risk management plan. Managed and tracked issues and defects
* Planed the sprints, tracked the development work following Agile metrics
* Concurrently lead more than eight projects that ran in Informatics environment, Oracle, and Toad.

## FORD Motor Company Sep ’04 – Jun’19

Dearborn, MI

## Program and Product Manager Apr ’13 – Jun’19

* Worked collaboratively with the product owners and developed product roadmap for the delivery of cloud-based mobility products such as GO-Park, GO-Drive Native Apps that supported iOS and Android. Developed product features, prioritized backlog, and managed risks using CA Rally software.
* Planned, coordinated, and lead portfolio planning, release planning, Iteration/Sprint Planning, Iteration Review, Iteration Demo, and Iteration Stand-ups. Worked with agile teams which consisted of product owner, BA, QA, and developers to prioritize for app delivery.
* Collaborated beta testing with the entire organization for major releases.
* Ensured adherence to Agile processes, culture, best practices, and techniques.
* Formulated methodology/plan for successful execution of products. Used software life cycle methods (SDLC) such as agile/SCRUM. Tracked progress and gathered key metrics. This helped in delivering high quality applications with fewer defects.
* Used, CA Central, sharepoint for cross functional team collaboration to manage Epic, Sub Epic, features, user stories, dependencies, issues and risks.
* **As Product Owner,** Implemented Operations Dashboards that catered to the needs of Product Development Organization (PDO) directors and IT Finance. Developed and presented operations performance to PDO directors
* Established Operations and Application support budgets in collaboration with IT Finance and PDOs.
* Instituted all PM process disciplines for mobility analytics. In addition, implemented a model where the Global Data Information Analytics (GDIA) analytics resources are embedded within the product teams, introducing a shift from research to execution by focusing on prioritization and delivery.

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## Service Manager: Solution Definition Services (SDS) Apr ’11 – Mar ’13

* Overhauled SDS global financials working with representatives from all ten Product Lines in each region to gather and report the data.
* Designed and implemented Business Process Report (BPR) that reflected global service financials, service performance, metrics and improvements.
* Automated service performance report generation thus reduced cycle time from several days to a couple of hours.

## Program Management Consultant Apr ’07 – Mar ’11

* Lead cross-functional regional leaders and executed Proof of Concept as well as Pilot for implementing idea management module in Clarity
* Strategized and executed Clarity training for all IT organizations. This included, content development, class schedule and logistics, as well as conducting trainings
* As the schedule management lead for Common Program Management Methods (CPMM), developed schedule management principles, process and desk procedure to be followed by all IT development and infrastructure projects
* Developed solution to consolidate all EPMO SharePoint sites.
* Lead the development of SharePoint application that promoted self-service model for training all CPMM principles, process and desk procedures for all PM disciplines

## Program Manager - Business Technology Renewal (BTR) SAP program Apr ’05 – Mar ’07

* Developed and instituted SAP process methodology, procedure and policies for implementing SAP projects under BTR program.
* Implemented Project Management Disciplines for the management of Scope, Issues & Risk (I&R), Quality, Cost, and Program Governance.
* Developed change management process for SAP FRICE (Forms, Reports, Interfaces, Conversions and Enhancements) changes
* Migrated MS project work plans, issues and risks for all projects under BTR to Clarity compatible version. Resulted in seamless migration causing no disruption to project execution
* Developed and managed program level milestone chart
* Configured excel based dashboards to report program schedule and financial performance. Reduced cycle time for generating reports from five to two days
* Generated weekly metrics on testing for US Launch project's status report - Designed and generated metrics on progression of testing to meet stakeholders' expectation

**Process Methodologist: Solution Delivery Methodology (SDM)** Oct ’04 – Mar ’05

* Lead Business Analyst in the development of DO-IT (Delivery Operations for IT) application following Unified Methodology. Gathered requirements using Use Case Model, Use Case Specification, Activity diagram and Wire diagram. Developed the future state business over view that followed Zachman Framework.
* Guided and directed application development teams in applying methodologies such as SDM (solution delivery methodology) and USDM (Unified Solution Delivery Methodology) for their application development / enhancement projects
* Custom tailored SDM to be followed by the porting center projects
* Developed incident handling process for application support team
* Assessed teams for compliance to solution delivery methodology followed by the application development / enhancement teams and issued PQA (Process Quality Assurance) reports
* Researched on methodologies, processes, frameworks, models and best practices

***Database Marketing Manager*** Feb ’02 – Sep ’04

***General Motors (through Compuware)***

* Planned, managed, designed and executed customer relationship management (CRM) projects in direct marketing. Involved in gathering requirements for setting up marketing promotions (including target group and controls), converting requirements into technical specs.
* Interacted with multiple stakeholders to ensure successful program execution and completion. Designed and implemented QA processes for several initiatives. SAS was used for QC validations. Delivered quality output in a well-organized fashion and timely manner using project management tools and techniques following GM SDP-21 methodology.
* Project Manage, architect and design a web application using J2EE, JSP, SQL Server and Apache-Tomcat. Gathered functional requirements using use cases. Used Rational Rose and RUP. Used Model 2 architecture and designed the sub systems and components. Designed the underlying physical data-model in SQL Server. Conformed to various technical requirements such as connection pooling, prepared statements, transaction management, bilingual support and style sheets.

***Senior Designer/Sr Developer*** Feb’00 – Feb’02

***Meritage Technologies, Southfield, MI***

* Developed a web application consisting of content display application and content management application for Munder Capital Management, a financial company.
* Content management application involved handling daily data feeds from State Street and listing the appropriate pricing for various funds. This required the application to be very time sensitive with 100% accuracy of data. The application also tracked performances of all the funds, which were published on the web in a timely manner.
* Executed data management by an extensive workflow system for approval of data before being picked up by the content delivery application for publishing the data. Also developed an application to handle periodic email blasts for all the members on daily, weekly and monthly basis to provide fund info as per their request.
* Built the Apache web server and related CGI and HTML files using Perl for Munder Capital Management. Developed and implemented several changes in terms of data and look and feel. Responsible for maintaining the site on a daily basis
* Debugged and Tested the TRW application for automotive plant employee tracking and management
* Devised quality management strategy to include CTQ, SIT, UAT, Performance Test, and End-to-End test in consultation with teams and business which resulted in high quality product delivering value around 99%.

**Analyst/Developer** Jan’96 – Jan’00

***Diversified Health Services, Farmington, MI***

* Designed, Developed and Tested Employee Benefits Tracking Application for DHS client facility for tracking certifications, evaluations, insurance, vacation and sick time.
* Designed the Logical Data Model for Employee benefits tracking application using Designer 2000. Used E-R diagrammer to map out all the entities. Implemented the physical tables using the database design transformer and application design transformer. Checked all the columns and required constraints using the design editor. Converted the logical design into physical design using server model utilities.
* Prepared the test data and written Oracle Packages/Stored Procedures and Oracle Triggers to test the above Physical Model.
* Designed and Developed Resident Nutrition Profile database using Access. Developed a TRAYEZ application for maintaining resident’s location, meal cards, therapeutic diets, allergies, feeding skills, adaptive devices, food preferences and allergies.
* Designed and Developed Resident Nutrition Profile Reports using Seagate Crystal Reports.

#### **Skills**

* ***Operating Systems*** - Windows, Linux, iOS, Android
* ***Programming Languages*** – Visual Basic, Pascal, Assembler, SQL, PL/SQL, Java, C
* ***User Interfaces*** - Visual Basic, Developer 2000, JSP, ASP
* ***Databases*** - Oracle, Access, mSQL/MySQL, DB2, SQL Server
* ***Internet*** – Java Script, HTML, Perl, CGI, Apache, VB Script, Vignette, ASP, JSP
* ***PC Tools*** - Word, Excel, Visio, Power Point
* ***Design Tools*** – Designer 2000, UML 2.0
* ***Report Tools*** – Crystal Reports
* ***Mainframe*** – TSO, ISPF, SPUFI, JCL, Easytrieve, FileAid
* ***Project Management* –** MS Project, RUP, Clarity, Rally, GPDS, Agile
* ***Technology –*** Client/Server, Web, Cloud, SPLUNK, DYNATRACE

#### **Education**

* **Master of Science,** Kent State University, Kent, Ohio, 1994
* **Professional Certificate in Business Analysis,** George Washington University
* **Masters Certificate in Project Management,** George Washington University

#### **Certifications**

* Project Management Professional (PMP)
* ITIL (IT Infrastructure Library) V3 Foundation Certification
* Vignette Application Developer (VCD)

#### **Training**

* Essentials of Rational Unified Process
* Object Oriented Analysis and Design
* Mastering requirements gathering using Use Cases
* Mastering Iterative development
* SAP FICO and DW
* Visual Basic, Access, ASP
* Oracle SQL, PL/SQL, Oracle Developer 2000
* Perl, CGI, Java Script, XML, HTML
* Vignette
* Clarity