**JON DWYER, PMP**

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**Technical Program Manager**

**Objective**: Provide technical program management with agile practices to a world-class organization, creating valuable products and services by aligning business & technical stakeholders to customer needs.

Proven program & project leadership of 75+ projects, 5 multi-year programs including 10+ end-to-end post-acquisition IT integrations. Global operations leadership experience of teams 3 to 25+. Full lifecycle delivery & operations of enterprise and customer digital products, platforms, and services.

**EDUCATION**

**Master’s in Leadership**, McDonough School of Business, Georgetown University

**BA Study of the Americas**, George Mason University

**CERTIFICATIONS**

**Project Mgmt**: PMP; **Agile**: PSM, PSPO, SPS, PSD, PSK, PAL, PSU, SSM **Cloud**: AWS CCP

**SKILLS**

Agile Methodologies – Technical Program Management – Project Management – Scrum – M&A Requirements – Cross-functional Team Leadership – Service Delivery – Identity & Access Management Enterprise Architecture – IT Security – Product Management – HTML – SQL – APIs – Postman – Jira Confluence – MS Project – Visio – Excel – Mural – Slack – OKRs – CoPs – and Liberating Structures

**AFFILIATIONS**

Project Management Institute (PMI), International Institute of Business Analysis (IIBA), International Association of Privacy Professionals (IAPP), Scrum Alliance, Scaled Agile, Agile Alliance and Scrum.org

**PROFESSIONAL EXPERIENCE**

Palisades Consulting Group,Washington, DC (Jun 2017 – Present)

**Technical Program Manager Consultant/Owner**

**Technical Program Manager / Contractor** (Jan 2021 – present)

In-Home Fitness startup company in Washington, D.C. area

* Building a highly visible beta product roadmap, release plan, and sprint boards
* Refining business & systems requirements with stakeholders and vendors
* Conduct interviews with prospective customers and compiling insights

**Technical Project Manager / Contractor** (Oct 2020 – Dec 2020)

Synaptiq, full-scale artificial intelligence consultancy in Portland, OR

* Prepare agendas and facilitate meetings, and maintain plan updates and status reports
* Facilitate scrum events with data engineers building proof-of-concept data pipeline

**Technical Program Manager / Contractor,** Technology Department **(**Sep 2019 – Sep 2020)

The Chronicle of Higher Educational, a news media company based in Washington, DC.

* Facilitate scrum events & process for ~20 people on three teams with two venders
* Responsible for delivery and change management of phased news media platform rollout
* Managed requirements, cross-department roadmap, and job board API testing

**Enterprise Security Program Manager,** Enterprise Security Group **(**Dec 2017 – May 2019)

The Carlyle Group, a financial services company based in Washington, DC.

* Facilitation of scrum events, owning project and program management for CISO
* Led EMM, VPN, PKI, and NAC project lifecycles to 2450 staff globally
* Managed budgets, forecasts, releases, and risk management for 3.3M program

**Technical Project Manager / Contractor** (Jun 2020 – Dec 2020)

Synaptiq, a full-scale artificial intelligence consultancy in Portland, OR

* Created requirements workshops, and maintained plan updates for program of projects
* Facilitated scrum events for machine learning recommendation engine project

CEB INC. (now Gartner), Arlington, VA

**Technical Program Manager,** Enterprise Program Management Office **(**Jan 2016 – Mar 2017)

Promoted to led Enterprise Technology and Shared Services Program

* Created vision, charter, & roadmap for cross-department program
* Built acquisition integration playbook and planning tools reducing CAPEX costs by $500k
* Led two IT acquisition integrations and three office builds as large as $350M

CEB INC. (now Gartner), Arlington, VA

**Sr. Project Manager,** IT PMO(Feb 2011 – Dec 2015)

Helped form new merged IT PMO after acquisition of SHL and led IT integration program.

* Built roadmap and program plan for $10M IT integration of 1500 person acquisition
* Led key projects in integration program on time and on budget meeting program KPIs
* Co-led creation of Enterprise Architecture Board and migration of all applications

CEB INC. (now Gartner), Arlington, VA

**Global Enterprise Technology Solutions - IT Director,** IT(Dec 2008 – Jan 2011)

Reported directly to CIO and led IT Service Delivery Teams and Operations.

* Managed service delivery & operations teams and IT controls for the CIO organization
* Saved $4M per year leading $10M consolidation of 3 global datacenters
* Successfully led four acquisition IT integrations ranging from 5 to 250 people

CEB INC. (now Gartner), Arlington, VA

**Associate Director of IT Operations,** IT (Jan 2007 - Nov 2008)

Advancing responsibilities and role to lead enterprise projects and IT operations teams.

* Led migration and consolidation of all applications and infrastructure for $600M business
* Planned and managed global IT operations group of 25 employees
* Managed the annual budget and planning of IT Service Delivery teams

**IT Operations Manager** (Apr 2005 - Dec 2006)

Promoted to lead teams supporting application delivery in CIO organization.

* Managed enterprise applications and staff of DBAs, and System Administrators.
* Led creation of Change and Incident Management programs for IT
* Owned the governance and SOX 404 compliance for CIO organization

**IT Project Manager (**Apr 2004 – Mar 2005)

Hired into first IT PMO to lead Finance and Enterprise Technology projects.

* Led Great Plains Accounting and Siebel CRM platform upgrade projects
* Led Enterprise Active Directory Server upgrades and SOX 404 compliance project
* Led automation of IT account provisioning and RBAC driven by HRMS system updates

**CAREER NOTES:** Previously held position of **Database Consultant** with DIRECT DEVELOPMENT and was an Oracle Certified DBA (2000-2004). Full-time member of CEB’s Internet Solution Group involved in digital product development, database administration, and data migrations.