

Frank Basa

Senior IT Product, Program & Project Manager | Cybersecurity | Cloud | AI Transformation San Francisco, CA | 415-341-4789 | FrankSFO@icloud.com | linkedin.com/in/frankbasa

SUMMARY

Senior IT Program & Project Manager with extensive experience leading enterprise digital transformation, cloud modernization, cybersecurity programs, and business technology operations across large, complex organizations. Expert in aligning people, process, and technology to deliver secure, scalable, and high-impact solutions. Known for building strong stakeholder relationships, driving cross-functional execution, and delivering measurable results.

CORE SKILLS

EXPERIENCE

University of California Office of the President (UCOP) – Oakland, CA

Customer Solutions & Technical Program Leader-Cybersecurity & AI | 2022–025

Led enterprise-wide cybersecurity, AI readiness, and cloud modernization initiatives across UC campuses.

Designed governance and adoption framework for AI (OpenAI/ChatGPT, Anthropic/Claude)

Microsoft Copilot, partnering with vendors and Deloitte consulting.

Delivered AWS-based data architecture for national DEI analytics initiatives.

Recipient of UC Tech Silver Award (2024) for Cybersecurity & AI Innovation.

McKesson / Ontada – Irving, TX

SDLC Process Manager, Customer Success Solutions | 2020–2022

Directed Agile delivery for the iKnowMed oncology platform across 10 Scrum teams and 5 release trains.

Increased release velocity by 35% by optimizing QA processes and workflow automation.

Improved cross-functional alignment between Engineering, Product, and Customer Success.

Dolby Laboratories – San Francisco, CA

Global Program Manager | 2018–2019

Delivered global customer portal and procurement transformation initiatives.

Managed \$5M technology portfolio integrating AWS, Salesforce, Ingeniux CMS, OKTA.

Drove enterprise-wide change management and user adoption.

Blue Shield of California – San Francisco, CA

Senior Program Manager | 2015–2018

Led \$6M+ digital and customer experience transformation programs integrating Facets and Salesforce.

Delivered compliance-driven modernization improving enterprise digital channels.

Delta Dental of California – San Francisco, CA

Senior IT Program Manager / Enterprise Architect | 2010–2015

Directed large-scale IT modernization and systems integration efforts for healthcare platforms.

Strengthened enterprise architecture frameworks and improved reliability.

Previous Leadership Roles (Charles Schwab & Company, Raychem Corporation (Tyco), GAP Inc.

Levi Strauss & Company, Blue Shield of California)

Network Manager/Enterprise Architect | 1986–1999

Led global IT operations, infrastructure deployments, and application modernization programs.

Managed enterprise network rollouts, desktop migrations, and process optimization.

EDUCATION & CERTIFICATIONS

MBA – Golden Gate University, San Francisco, CA

BS Telecommunications / Networks & Information Systems – Golden Gate University

PMP • SAFe 5.1 Agilist • Certified Scrum Master (CSM) • ITIL Foundation

Awards: UC Tech Silver Award (2024), UC Investments Technology Excellence Recognition (2024)