

SENIOR TECHNICAL PROGRAM MANAGER

Strategically-minded Senior Technical Program Manager with a proven track record in driving complex technical initiatives to successful outcomes. Proficient in program management, cross-functional team leadership, and agile methodologies, adept at influencing without authority, and fostering cohesive collaboration across diverse teams. Possesses extensive technical expertise in developer productivity, Jira Dashboards, product UI/UX, and software infrastructure, complemented by strong project management acumen and a commitment to delivering innovative solutions that align with organizational objectives.


AREAS OF EXPERTISE

Program Management	Objectives & Key Results	Influence without authority
Issues & Risk Management	Driven Decision Making	Team Building
Complex Problem Solving	Technical Project Management	Agile & Scrum Methodology


TECHNICAL SKILLS

Developer Productivity	Software Infrastructure	Smartsheets
Atlassian: Jira Dashboards	Jira filters	Product Development
Presentation Infrastructure	Internationalization (i18n)	Microsoft 365
Jira Advanced Roadmaps	Confluence	Google Sheets & Google Docs
Cross-functional Team Leadership	Accessibility (A11y)	

WORK EXPERIENCE

 **LinkedIn**, Sunnyvale, CA

· March 2012 - Oct 2019 · 11 yrs 10 mos

 **Sr Technical Program Manager**

October 2019 - December 2023 · 4 yrs 3 mos

Oversaw the development, implementation, and co-dependencies of multiple projects and programs.

- Developed roadmap of a newer **visual design language** used at LinkedIn. Program management included working with Design, Product, & Engineering, and **worked closely with stakeholders** to ensure requirements and needs were being met in the roadmap.
- Engineered **automation** solutions and formulated spreadsheets to meticulously track estimates, calculating the **sustaining load ratio**, effectively identifying a critical **32-day underestimation** by the team, and enabling the delivery of precise estimates to the VP and **achieving targets on schedule**.
- Spearheaded the development and deployment of an **automated email newsletter**, integrating weekly updates input by leads into spreadsheets, leveraging graphic design expertise to ensure user-friendly layouts across various platforms, and utilizing forthic open source language to **generate data from Jira, spreadsheets, and Confluence wiki**, resulting in a time-saving of 5 days per month.
- Instructed fellow program managers on the utilization of the automated email newsletter format, leading to its **adoption in over 6 newsletters** across multiple organizational units, enhancing communication efficiency and standardization of reporting practices.

- Orchestrated the comprehensive development of a build or buy research initiative aimed at **enhancing developer productivity** for all 23k workers, managing 4 cross-organizational teams to align efforts and objectives under a unified umbrella, resulting in a productivity product that would **save \$8.4 million** in engineering build costs and over \$2 million in ongoing maintenance costs.
- **Technical Program Manager** August 2018 - October 2019 · 1 yr 3 mos
Orchestrated the planning, execution, and delivery of complex technical initiatives, drove cross-functional collaboration and ensured alignment with business objectives to advance the platform's technological capabilities and user experience.
 - Strategized and streamlined **multiple horizontal initiatives** across all of LinkedIn and hundreds of teams, such as **3rd party software upgrades** (like Java), which helped create **improved efficiency** in developer productivity and a significant reduction in maintenance overhead.
 - Managed and created **email campaigns and communications**, which included creating **privacy and notification settings**. Campaigns created went out to **millions of members** on a daily basis, resulting in an **increase in click through rates**.
- **Front-End UI Engineer / Web Developer** March 2012 - August 2018 · 6 yr 6 mos
Crafted engaging and intuitive user interfaces, implemented responsive designs, and optimized web performance to enhance the user experience on the LinkedIn platform.
 - Launched LinkedIn China for the first time on the **International (i18n)** & China team, which **led to millions of new users** and revenue stream.
 - Launched Arabic language version of the website. Oversaw conversion of all LinkedIn pages to convert to read **Right-to-Left (RTL)** for Arabic thus expanding the platform's accessibility and global reach.
 - Collaborated with the "New LinkedIn Profile" team to pioneer full usage of the new JS templating system we adopted, **dust.js**, instead of JSP.
 - Cleaned up CSS to use **SASS** and SASSy in-house mixins and Compass mixins.
 - Pursued the ideal standardization of visuals, design, typography, and other **standardization modules** with Design & Product.
 - Had lots of fun collaborating with a rockstar team of exceptionally talented and engaging colleagues, fostering a vibrant and stimulating work environment at LinkedIn.

EDUCATION & CERTIFICATIONS

University of California, Santa Cruz

Computer Engineering

Scrum Alliance

Certified Scrum Product Owner (CSPO) Class & Certification · March 2019 - January 2022

Project Management Professional (PMP) Class · April 2019

Coursera

Project Management: The Basics for Success · January 2017

VOLUNTEER

- TechWomen Mentor
- LinkedIn Women in Tech council member
- EnableIn council member (Group to represent physical and mental disabilities.)