**Winny Raj**

**San Francisco, CA**

**(408) 660 5671 |** [**rwinny12@gmail.com**](mailto:rwinny12@gmail.com)

**Professional Summary**:

* Experienced Business/ Technical Program Manager/Project Manager offering 17+ years of success leading all phases of diverse technology projects.
* **Operational Excellence and Portfolio Management;** plan and manage multimillion-dollar projectsaligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains based on KPI’s.
* Working with design leadership to set the vision of Design Operations. Defining and tracking OKR’s/KPIs for operational efficiency of the Design team. Fostering a high-performance culture and driving team-oriented initiatives.
* Responsible for managing companywide NPI projects through the entire systems development lifecycle; managing project risks, issues, and dependencies, and developing appropriate mitigation strategies and plans; managing project financials including sizing, forecasts, actual costs and budget deviations. Lead Client s cross-functional teams & Original Equipment Manufacturer (OEM) operations teams to plan, execute and report status.
* **Data Privacy and Data Protection:** Highly strategic and execution-oriented leader working across multiple internal and external stakeholder’s Product teams, Legal, Compliance, Brand Product Marketing, Sales, Procurement and HR Teams. Experience dealing with Compliance and Regulatory needs of projects like GDPR in the EU and Audit models for financial regulations across the globe.
* **Solid experience in project management essentials** of initiating, planning, executing, monitoring, and closing as well as processes, methodologies, tools, scope of management, budgeting, financial tracking, scheduling, resource management, solution identification and assessment. Proficient in Waterfall, Agile Methodologies, Test-Driven Design, and Lean Six Sigma project management methodologies.
* **Portfolio, Program and Project Management:**  
  -Portfolio and Stakeholder Management  
  -Program and Project Management  
  - PMO Playbook (Guidelines and Best Practices)  
  - Design and Risk Management

**Professional Experience:**

**Palo Alto Networks Inc**

Santa Clara, CA

**Sr, Technical Program Management/Enterprise PMO**

(March 2024- Present)

* Heading IT and security programs with a focus on scalable, secure, and efficient technology processes
* Leading and supporting companywide NPI initiatives, cross-functional programs interfacing with IT, Security, Product, and Engineering teams to enhance PANW technology infrastructure and security posture
* Providing technical insights and recommendations to shape and drive PANW IT and Gen AI Access and Security technology strategy
* Serving as a technology and security strategist, partnering with stakeholders to own and evolve the roadmap for IT and security systems, reducing inefficiencies, and enhancing PANW security framework as growth scales.
* Designed and oversaw business end to end processes (Inquiry to Order, Order to Cash, Procure to Pay, Plan to Produce) across several applications encompassing engineering specific systems, SFDC, Service systems, ERPs, and analytics platforms
* Led the Salesforce Integration program to facilitate the integration of Salesforce with the SAP system. Strong understanding of both platforms and experience in handling data synchronization, custom API development, and troubleshooting
* Primary responsibility is driving hyperscale cloud network infrastructure deployment projects required to enable new cloud capacity, leveraging knowledge of formal program and operations management principles.
* Responsible for technical collaboration, spec requirements writing, dashboard development and scripts.
* Responsible for designing, implementing, and maintaining advanced DDoS mitigation strategies, conducting deep packet analysis, and contributing to the development of automated defense capabilities.
* AI governance frameworks and regulations with understanding of compliance frameworks and regulations, including SOC 2, ISO 27001:2022, ISO 27701, ISO 27017, ISO 22301, ISO 42001, HITRUST, NIST 800-53, NIST CSF, PCI DSS, FedRAMP, GDPR, UK Cyber Essentials, HIPAA, EU Energy Mandates
* Establish and manage an operating cadence to review business performance metrics, security compliance, and strategic project outcomes, delivering insights and recommendations to influence decision-making at the executive level.
* Collaborate with IT and security operations leaders as a trusted advisor to ensure robust and compliant technology solutions. Worked with offshore teams to enable delivery.
* Lead deep dives into complex IT and security projects, identify root causes of challenges, and coordinate cross-functional teams to execute flawlessly.
* Build and implement scalable and secure processes to support IT and security initiatives.
* Act as a bridge between technical teams and business stakeholders, ensuring clear communication and alignment on program objectives and outcomes.

***Technologies & Tools:*** ***PPM Tools, Kanban, Asana, JIRA, Confluence, SAP S/4 Hana, Salesforce, Zoura, Workday, Service Now, Tableau***

**Blue Cross Blue Shield, AZ**

Remote

**Sr. Technical Program manager** (July 2022- Feb 2024)

• Focusing on technology modernization initiatives, including the CRM platform, Data Governance and Data modernization initiatives

•Work the full life cycle of project(s) from idea generation through deployment and optimizing the full release value stream

* Responsible for designing, developing, and managing delivery of our data platform and architecture
* Own and lead all data platform initiatives – Data Lake Strategy & Governance, Data Privacy, Data Protection, Data Loss Prevention (DLP), Data Engineering and Platform development, Business Analytics, Reporting & Insights, Data Science, and ML/AI models
* Planned and lead implementation of data migration strategies from on-premise systems to a Google Cloud Data Lake, including Cloud Storage, Dataproc and BigQuery.
* Assessed the current on-premise data landscape, identify data sources, and determine data migration requirements. Developed and managed the Engineering teams data migration scripts and tools, ensuring data accuracy and consistency.
* Monitored the data migration progress, identify potential issues, and implement corrective actions. Collaborated with cross-functional teams (e.g., IT, Data Engineering, Business) to ensure successful data migration.
* Documented migration processes, procedures, and best practices. Optimized the data lake for efficient storage, retrieval, and processing.
* Also lead AWS Cloud projects for the migration of on-premise applications and databases to Cloud systems for Life Insurance portals
* Managed a highly talented data platform organization with engineering leads, architects, Data Engineering and Business Analytics teams with multiple development streams and objectives
* Lead multiple transformation initiatives, drive strategy, and foster innovation
* Data reporting and analytics of HR data Workday, ADP, Salesforce, Oracle in Data pipelines and Hive tables.
* Provide strategic oversight and implementation approaches for data management aligning with strategic business goals and roadmaps for scrum teams.
* Build large-scale batch and real-time data pipelines with data processing frameworks in AWS, Azure or GCP cloud platform
* Moving data from on-prem to cloud and cloud data conversions, PowerApps for dental insurance portfolios.
* Lead the migration of legacy data warehouse services (Oracle, SQL Server) into Snowflake for client-facing solutions, ensuring smooth data extraction, transformation, and loading (ETL)
* Implement large-scale data ecosystems including data management, governance and the integration of structured and unstructured data to generate insights leveraging cloud-based platforms
* Used CrowdStrike LogScale in adding log management and systems observability.
* Helped the team in building Azure services, including Virtual Machines, Azure Active Directory, and Resource Manager with VMware administration and troubleshooting (vSphere, ESXi)
* Design Operations: Act as a bridge between the design team and the engineering and product management teams, connecting all groups and making sure inter-dependencies are understood and planned effectively.
* Partnered with Healthcare partners on product teams to integrate a CMS infrastructure across product touch points. Provided SEO and data analysis strategy.
* Partnered with developing personalized digital experiences using Adobe technologies like AEM Sites, AEM Assets.
* Manage our video, audio and metadata workflow, spec and the content itself in the CMS
* Worked with content dev teams on DAM (digital asset management) systems and familiar with digital video file formats including but not limited to the following: digital master files, Mezz (Mezzanine) files, and compressed deliverables along with MAM (Media Asset Management)
* Led Adobe campaign management operations process. Worked closely with the Campaign Management Leads as well as GM brand leads to design, build, and execute Email, SMS, and Direct Mail campaign flow charts within Adobe Campaign for GM's internal Notification Platform.
* Experience in SAP ECC and SAP S/4HANA. Managed projects using agile methodology (SAP Activate).
* Leverage tools like SAP Solution Manager for SAP environment management and custom ABAP dev teams.
* Experience in SAP implementation, rollout, upgrade projects of medium to high complexity while ensuring compliance to standard project management methodology, processes & tools ensuring business value delivery
* Led the design and localized, automated and optimized regional demand generation campaigns through Marketo
* Collaborate closely with senior designers on the team to define features and contribute to the overall direction of the product area
* Identify team needs with regards to process, tools, documentation, asset management.
* Provide stakeholders with visibility and updates of current projects, resource utilization, team performance and product health across your teams.
* Regularly update all Risk Adjustment materials with clinical and/or official guideline changes
* Develop and manage design programs including resourcing, timelines, and identifying new design programs
* Leverage automation, cognitive and science-based AI techniques to manage data, predict scenarios and prescribe actions
* Lead data roadmap and model discussions and development with product managers, architects, and other engineering scrum teams
* Lead NetSuite projects involving strategy, architecture, process improvements, and implementation support of Finance modules, Supply Chain, Light Manufacturing, Quality.
* Lead the day-to-day activities of ERP engagements for a variety of clients including process design, implementation support, and technical success
* Worked with design teams and oversaw business end to end processes (Inquiry to Order, Order to Cash, Procure to Pay, Plan to Produce) across several applications encompassing specific systems, ERPs, and analytics platforms.
* Configure, customize, and optimize ERP modules to align with supply chain processes, including procurement, inventory management, material planning, warehouse inbound and outbound logistics, and intercompany trade. Oversee the preparation and migration of relevant supply chain data into the new ERP system, ensuring data integrity, accuracy, and completeness throughout the process.
* Oversee the preparation and migration of relevant supply chain data into the new ERP system, ensuring data integrity, accuracy, and completeness throughout the process.
* Assist with scoping prospective engagements and developing proposals
* Interface with supply chain, Data Center space management, hardware supply management, deployment PM’s, SKU team and Data Platform teams (MDM and MDR)
* Developing and maintaining the Snowflake platform, working with stakeholders to ensure the platform meets their needs. Strong Snowflake Development will also help to evangelize and promote Snowflake Platform for various clients. Work with other developers to create and improve the snowflake platform and its applications.

•Create, managing and championing KPIs, metrics that show status of projects, including ROI, budget/spend and value delivered in measurable steps

* Collaborate with business stakeholders to administer Identity and Access Management (IAM) capabilities that enable the full life cycle of BCBS account identities, credentials, and entitlements according to security, privacy, and compliance requirements.
* Working to enable Governance, Risk, and Compliance (GRC), GDPR, data security, academic business operations and compliance-related laws, regulations, and audits.
* Strong knowledge of AWS services and technologies, including EC2, S3, RDS, and Lambda Work with project stakeholders to develop project charters which include goals, scope, schedule, budget
* Working with IT Operations and AWS Technical Lead in defining, driving and tracking, several projects that involve our managed service providers, IT Applications, Information Security
* Directly managed projects on IT Infrastructure deployment, Application rationalization & Migration on Azure or AWS Cloud platforms and related implementations, for end to end discovery, planning, execution and release.
* Experience building Power BI dashboards to depict real time data points and monitor progress.

•Engaging and managing third party vendors as they relate to projects, program, including ensuring clear SLAs are established, tracked, and integrated into program plan, holding vendor accountable for delivery and success.

***Technologies & Tools:*** ***PPM Tools, Azure Dev Ops (ADO), PowerApps, Kusto Scripting, Snowflake, Zuora, Miro, Confluence, JIRA, Slack, Microsoft Power BI, Azure Analytics, ERP tools, NetSuite, MDM, MDG***

**Microsoft Corporation**

Redmond, WA(remote)

**Sr. Technical Program Manager** (Oct 2020-June 2022)

**Microsoft Azure, Data Platform, Analytics and Reporting**

* As a TPM, playing a client-facing role that interprets and translates client requirements into a solution that can be configured from a standard set of offerings. Managed to help develop a solution for the Cloud Infra and/or application transformation and operational model, skills and team structure required to support the client's IT Operations.
* Also playing a client-facing role that interprets and translates client requirements into a solution that can be configured from a standard set of offerings.
* Managed to help develop a solution for the Azure Cloud Infra and/or application transformation and operational model, skills and team structure required to support the client's IT Operations comprising of strategic, operational, and tactical skillset aimed at transforming our Azure Cloud program management and business intelligence teams by planning, designing, operating, and managing our end-to-end project management and program governance initiatives.
* Design and Product Operations: Lead and collaborate with design leadership in key project decision-making, including requirements gathering, scheduling, resource allocation, and coordination of teams and approval processes
* Bring all the critical pieces together – strategy, business goals, design, execution, technology, customer needs and Media/Messaging and Supply Chain Operations.
* Establish project timelines and tasks and manage large projects through all phases of implementation. Involved with spec writing and requirements gathering.
* Define and create a process to receive design requests and prioritize them and follow Agile techniques.
* Managed ERP projects, specifically Microsoft Dynamics 365 Finance and Supply Chain operations.
* Lead enterprise-level ERP implementations. Led finance transformation of ERP solutions.
* Deep understanding of compliance frameworks and regulations, including SOC 2, ISO 27001:2022, ISO 27701, ISO 27017, ISO 22301, ISO 42001, HITRUST, NIST 800-53, NIST CSF, PCI DSS, FedRAMP, GDPR, UK Cyber Essentials, HIPAA, FDA Food Safety Modernization Act regulation and explore opportunities to create additional business value.
* Data exchange compliance with GDPR, NIS2, and supply chain security policies, energy management systems (ISO 50001) and GHG reduction emissions.
* Worked with development teams to deploy solutions using Microsoft Purview for data governance, cataloging, and compliance for Microsoft 365 G5 suite.
* Integrated Microsoft Purview with various data sources and platforms to establish seamless data lineage, metadata management, and governance workflows.
* Configured and customized data classification, labeling, and sensitivity policies to ensure compliance with business standards and regulatory frameworks.
* Collaborated with data architects, analysts, and IT teams to map data sources and enforce governance best practices.
* Develop accurate and efficient Kusto queries to monitor program performance and analyze data
* Create reports and dashboards leveraging Kusto-based tools for data visualization and analysis.
* Utilize Kusto Query Language for troubleshooting, real-time analytics, and identifying system anomalies.
* Work with Azure Data Explorer, Azure Monitor, and Azure Sentinel, requiring proficiency in Kusto Query Language
* Experience or familiarity with Geneva-related tools and scripts for monitoring, incident response, and potentially automation within the cloud environment.
* Maintain and optimize Purview services, ensuring alignment with business needs, security policies, and compliance requirements.
* Developed and implemented comprehensive A/B testing strategies to optimize site performance and user experience
* Creating a test strategy and technical collaboration to ensure the availability, deployment, and performance of testing resources.
* Implement early test escape detection systems to identify and address issues before they reach production.
* Helped build Microsoft Cloud solutions and Power BI dashboard for Sales, Finance, Supply Chain and Customer Service.
* Own the product lifecycle from requirements gathering through production and release
* Interface with internal business partners throughout various departments
* Possessed strong relationship building skills and worked with stakeholders on strategic planning/projects across multiple stakeholder teams. Formed scrum teams of different technical backgrounds to facilitate execution.
* Collaborate closely with LinkedIn lead standardization and Microsoft Azure Marketplace experts, CX teams, alliances leaders and associated channel partners to ensure frictionless and compliant transactions.
* Accountable to the Leadership team where I was responsible for the successful delivery of Adobe Campaign/Marketo implementations as well as business enablement/change management and migration/marketing activation work packages relating to marketing technology.
* Served as a PM lead that required in-depth understanding of Marketing Technology tool stack like Adobe Marketo, AEP (CDP) scripting, AEM and API development.
* Implement the Knowledge Base (KB) and the Learning Management System (LMS) strategy, and content access design for Microsoft Suite of products.
* Served as critical liaison between the technical team and business units and act as a strong advocate for internal and external customer experience and Content Management System.
* Directly involved with Data migration to Data Bricks and built following project milestones:
  + Migrate ETL jobs to Azure Databricks
  + Replace the EDW with a Lakehouse Architecture
  + Unify AI, ML, Data Science and Analytics workloads

The results achieved after the migration along with features and capabilities in PowerApps.

* Ability to manage both structure and unstructured data types
* Integration support for advanced analytics, AI and machine learning
* Support near-real-time or real-time access
* Provide analysis at a scale and low cost.
* Capability to be adept at moving data to and from cloud services as it is with on-premises data sources and services
* Must provide data reliability to the end user
* Must transparently integrate multiple platforms in a unified data platform architecture
* **Key KPIs and metrics:** Reducing Data Infrastructure costs by 76%,

2.7X average faster performance

12X more cost efficient

* Leverage the marketplace marketing tools and data analytic platforms to understand customer purchase behavior, persona, trends to determine subscription plans
* Managed Portfolio managers who develop the solution plan, including solution approach, scope, estimates, contingency, costs, schedule, delivery model, resource/sourcing plan, assumptions, and risks, in accordance with established cloud solution practices.
* Responsible for delivering solution designs and architectures for key global initiatives using custom developed applications hosted using IaaS, PaaS and SaaS hosting models.
* Create and align the team to Enterprise Imaging OKRs and KPIs, then monitor control and achieve tangible results through day-to-day team leadership
* Develop strategies and solutions to enhance productivity, efficiency, and create innovative delivery methodologies to ensure competitiveness in the market and increase value to customers
* Provide advisory services to existing and new customers on Cloud adoption, demonstrate new services lines to customers, support delivery team and guide them towards cloud enablement and Optimization initiatives.
* **Managed portfolios involving ETL, Data Warehousing, BI Tools, data definition, data modeling methodologies, data quality, data lakes, and cloud solutions.**
* **Delivering BI insights and outcomes on projects related to finance, performance measures and metrics.**
* Built a team to provide demo of prototypes and deliverables to key business stakeholders and LT teams
* Establish clear program metrics, Service Level Agreements (SLAs), and Key Performance Indicators to manage program performance. Use metrics to identify risk areas and opportunities and assess the health of the third-party population.
* Develop and improve Standard Operating Procedures, policies, and other program documentation to define clear roles and responsibilities.
* Conduct and follow through the solution review and approval process; and provide sales support to accomplish the closure.

***Technologies & Tools:*** ***PPM Tools, PowerApps, Microsoft Dynamics 365, Microsoft Azure, Azure Dev Ops (ADO), Azure Data Factory, Power BI, Kusto, Azure Analytics, AI/ML models in MS Azure, Data Bricks***

**Apple Inc.**  Sunnyvale, CA

**Sr. Engineering Program Manager** (April 2018– September 2020)

**Apple Retail Online, Information Services & Technology (IS&T)**

* Collaborated with members of technology, architecture, design and product management.
* Experience in project management related with Cloud and IT Infrastructure experience with implementations of IT services in accordance with Cloud Service models of IaaS, PaaS and SaaS.
* Experience in developing and executing strategy for cloud/virtualization migration and implementation best practices for visualization systems
* Worked on the NPI launch to ensure products delivered on time, with high quality and maximum customer availability
* Worked with Apple’s Marco team in building and working on Content Management Systems (AEM) and Digital Asset Management (DAM) and Media Asset Management (MAM) for iPhone versions and iOS releases. Working knowledge of Python and RESTful Web Services.
* Develop KPIs for CMS and DAM systems and users alongside engineering and marketing production teams
* Collaborate with internal and external customers to establish pain points, solutions, and road map with a focus on CMS
* The NPI OPM - Post Ramp Qualification & Client Care (PRQ & AC) playing a pivotal role in managing release changes post launch
* Work with OEM to plan PRQ qualification builds, secure materials, line readiness and monitor progress PRQ builds
* Coordination of OEM manufacturers and regional logistics readiness ensuring a secure new product launch
* Worked on NPI hardware product launches like Apple Watch, Ipad, Iphone and Airpods.
* Worked on WW retail and physical stores in Canada, EMEA, APAC, China and world wide stores
* Deep experience working with creative/design teams, understanding how to integrate process with creative minds
* Experience managing the operations for a mid to large size design team
* Basic understanding of qualitative and quantitative research best practices
* Experience with agile development and methodologies
* Thorough understanding of the creative development processes
* Ability to understand complex programs, scope and prioritize projects, define schedules, and work independently
* Know online and mobile technologies and their impact on the feasibility of design solutions
* Experience with deploying backup and recovery strategies and high availability solutions for applications and databases on virtual platforms
* Good knowledge and understanding of database and application servers’ administration in a global production environment.
* Perform data migration and conversion activities on different applications and platforms.
* Perform data profiling, discovery, analysis, suitability and coverage of data, and identify the various data types, formats, and data quality issues which exist within a given data source.
* Experienced in Jenkins CI/CD and End-to-End automation for all builds.
* Field requests from client contacts for updates and information

**Internet Services Operations (ISO) & Mobile Apps**

* Engineering project manager partnering closely with a high-performing server engineering team to develop and deploy software which forms the foundation for services, including iCloud, Maps and iTunes. The software built ensures that Apple's services are reliable, scalable, performant, and secure. Responsible for building the next generation cloud platform to support internet services across Apple.
* Lead collaborative teams in the design, execution, and management of projects focused on applying and integrating innovative AI/ML commercial solutions with Compute, Networking, Data and Analytics, Security, Data Privacy, Developer Tools, NPI, Services Platform, Product Operations, Capacity Planning, Storage, Machine Learning / Artificial Intelligence, and Data Center.
* Adapt style between waterfall and agile methodologies, depending on the project needs.
* Worked closely with Product and the Engineering to define the vision, product roadmap, and requirements.
* Experience planning and executing Datacenter consolidations, relocations, and migrations.
* Ability to perform infrastructure discovery and assessments and provide technical solutions.
* Responsible and accountable for the coordinated management of multiple concurrent projects directed toward strategic business activities for high availability data center infrastructure-based installation, migration, and consolidation projects. Also, projects involving cybersecurity.
* Detailed support of the planning process, including the creation and ratification of a workstream charter
* Guidance and subject matter expertise for Data Center migration technologies and approaches. Creation and execution of workstream project schedule; revising as appropriate to meet changing needs and requirements and managed scrum teams.
* Adherence to program Change Management process.
* Working on migration workflow for the roll-out of new servers, system / hardware upgrades, virtualizations, decommissions, and be able to coordinate these activities across support teams, DBA, Tools, Storage, network, etc.

***Tools:*** ***iOS, AWS, Docker, PIE, Hubble, Databases, Splunk, JIRA, Confluence, Quip, Web based technologies, HTML, UI/UX interaction design, Selenium, SOAP UI, Postman, Junit***

**KOHL’S Corporation** Milpitas, CA

**Sr. Technical Program Manager** (January 2019- June 2019)

* Cloud Implementation Project supporting various Proof of Concept and Business use cases, with multiple cloud vendors AWS, MS Azure and GCP and their multiple third-party vendors, across multiple global regions.
* **Delivering BI insights and outcomes on projects related to finance, performance measures and metrics.**
* In the Digital Space, manage large digital web projects. Also responsible for the project success along with a seasoned and talented strategy team to deliver high-quality digital projects such as website redesigns, CMS re-platforming, digital campaigns with CRM integrations, and large-scale content projects. Implemented point-of-sale (POS) system for retail supply chain for order fulfillment.
* In this role, I lead the operations practice partnering closely with design leadership as the first point of contact in planning/road mapping and vision-setting.
* Provided program management leadership and operational support throughout the design organization and across partner teams by increasing communication and connection points, streamlining the design process, and driving design excellence.
* Oversee and inform content management system (CMS) configuration and development
* Develop user and technical requirements and specifications and adjust as necessary based on client feedback, user research, and UX best practices.
* **Experience with Adobe Campaign Standard (ACS) to create profiles and launch campaigns for business requirements. Using Agile and Scrum methodologies to launch business campaigns.**
* **Also** responsible for translating client content management requirements into technical designs which includes enterprise-level architecture and implementing strategies using components of the Adobe AEM platform to support multi-site, multi-channel, multi-lingual delivery environments.
* Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, etc.
* Build analytics tools that utilize the data pipeline to provide actionable insights into customer acquisition, operational efficiency and other key business performance metrics.
* Work with stakeholders including the IT Service Delivery and Global Business Services organizations to assist with data-related technical issues and support their data needs.
* Work with data and analytics experts to strive for greater functionality in Kohl’s Hadoop data systems and managed scrum teams.

***Tools***: ***Hadoop, Hive, Spark,*** ***GCP, Tableau, Adobe Campaign Standard (ACS), JIRA, Service Now, Adobe Experience Platform (AEP)***

**Visa Inc.** Foster City, CA

**Sr. Technical Program Manager** (Sept 2014 – April 2018)

**Digital and Mobile Product Development (DMPD)**

* Visa Digital Commerce App (VDCA) was envisioned as a set of capabilities that will provide foundation services for consumer facing mobile (iOS and Android), web and emerging channels. With the convergence of these initiatives, the technology organization is building foundational capabilities in VDCA to enable multi-channel access to products and services.
* We built a product VDCA that will provide a container for backend services for mobile and web applications with specific architecture goals – platform designed with mobile-first approach, building SDK foundational components and backend services components to enable mobile apps and to authorize access from consumers through the internet.
* The functionality was be built once and offered as services for Visa and approved partners, leveraging existing Visa enterprise services to build on-behalf-of experience for our issuer community.
* Provide PM support for intuitive, usable, and engaging interactions and visual designs for mobile. Provide strategic thinking and leadership.
* Collaborate with cross-functional teams throughout the design process
* Participate in the development process from definition, through design, build, test, release, and maintenance.
* Stay abreast of UX trends and look for creative ideas and inspiration in parallel analogous worlds.
* Research and track advancements in mobile application design patterns.
* Break any design problem down into viable actionable chunks and solve technical issues
* Build and maintain collaborative relationships with business teams and third party partners. Collaborate with legal and AV/Security teams on implementation of contractual obligations and monitoring of competitive environment.
* Managed multiple project teams, delivery of various features like mobile Alerts (text, email alerts), RDC (Remote Deposit Capture), and VTS (Visa Tokenization Service).

Worked with the agile teams in looking for lean software development practices and work with stakeholders on release and delivery.

* **Custom Software Developments:** Managed all phases of the software development lifecycle (SDLC) for dozens of custom solutions for SaaS and cloud based services.
* **System Integrations/Migrations:** Project-managed large-scale initiatives involving the transition of programs to new platforms/ services and implemented the features like Mobile Banking for issuers, card to card transfers, tokenization services, alerts management, wallet/ checkout, mobile device management.

**Data Platform (DP)**

* The General Data Protection Regulation (GDPR) represents the latest evolution of the strictest global privacy laws where there is an explicit obligation to maintain an accountable privacy program. While the GDPR appears to be European centric, the vast majority of its operational requirements are essential elements of Data Privacy.
* Development Project Manager for an Enterprise Data Warehouse (EDW) team. Responsible for day-to-day task and resource management. Communicated project accomplishments and issues on a regular basis via written and verbal means to Senior Management, including the project sponsors who were in Legal and Technology and Finance.
* Perform deep packet inspection and traffic analysis to detect and mitigate DDoS and other volumetric attacks
* Develop and fine-tune mitigation tactics and policies aligned with MITRE ATT&CK frameworks
* Monitor network traffic and respond to real-time DDoS events, working in coordination with SOC and NOC teams
* Directly managed a team of comprising of Product owners, ETL developers and Data Architects. Responsible for the overall EDW Strategy, Architecture, leading the EDW Architects and Data Modelers.

• Supported the development, communication, and implementation of data governance processes, polices across functions

* Provided thought leadership and participate with projects that involve data flows and processes
* Provided a comprehensive data quality service by working with IT and Business owners to orchestra the data profiling, data definition, data validation, and data cleansing basing on the data roles and responsibilities
* Supervised and participated in logical and physical data structures creation, determined and defined business rules for data scrubbing, transformation, and data refresh frequencies.
* Scheduled vendor reviews during Data scanning tool selection process for structured and unstructured data.
* Software upgrade included the migration from standalone servers to a virtualized infrastructure. Working with the technology team for a turnkey solution that includes initial findings, requirements definition, schedule development and guided implementation/migration and cybersecurity.
* Evaluate the current environment, plan for the required upgrades steps and identify any other outstanding requirements, including associated costs to complete the upgrade steps before implementation
* Management and impact specific to Information Security roles, responsibilities, and capabilities. Impact assessment and documentation of existing processes and controls to determine changes/updates/redesign. Follow SCRUM, Agile methodologies for implementation.
* Retired legacy Data Warehouse, saving ~$800K.
* Eliminated 2.6 Terabytes Data Warehouse, saving ~$1.3MM in capital

***Tools:*** ***Hadoop, Hive, HBase, RDBMS, Oracle, DB2, BI Tools (MicroStrategy, Tableau), Rally, JIRA, CAMR, Service Now, Ask Now, Business Objects reporting, Clarity***

**Wells Fargo Inc.** San Francisco, CA

**Sr. Project Manager** (Aug 2016 – April 2017)

**Wells Fargo Virtual Channels (WFVC)**

* The WFVC (Wells Fargo Virtual Channels) Digital group within Wells Fargo is the driving creative and technical force behind Wellsfargo.com. WFVC Digital helps to pioneer the next generation of financial services and provide the best virtual experiences, anytime, anyhow, anywhere as well as to transform how Wells Fargo engages customers in their virtual experience and helps them succeed financially. All projects use the Mobile iOS and Android platforms.
* Conduct and drive the execution and comprehensive view of risk and compliance initiatives across Enterprise Information Technology (EIT), Enterprise Data and Analytics (EDA), and Operations by instilling a risk management culture where product and business are accountable for understanding and managing their risks.
* Resolved technical middleware issues reported by the application teams.
* Oversaw middleware patching which is done monthly and addressed any vulnerabilities. Take ownership of issues and resolve to completion.
* Work with regulatory environment related to security and privacy including security compliance standards across industries and geographies such as PCI, ISO27001, SOC, HIPAA, SOX.
* Direct the use of iterative development techniques to facilitate the development of usage-based insurance application across multi-platforms.
* Develop work and resource plans, schedules and project estimates while managing client expectations. Familiarity with traditional BI Solution Architecture encompassing - ETL, CEP, DW, BI Reporting.
* Develop and implements program and project level processes, procedures and performance metrics. Responsible for multiple project budgets totaling over $5 million.
* Assist with development, implementation, and maintenance of an engagement management model, as well as ensure alignment with corporate engagement models.

***Tools:*** **Mobile Native apps (iOS and Android)*,*** ***MS Project, JIRA, Rally, SQL, Confluence (Wiki), MS Sharepoint, STAMP, PlanView, Clarity, PMUWS***

**Intuit Inc.** Mountain View, CA

**Sr. Program Manager**  (Jan 2012-Sept 2014)

**QuickBooks, SaaS and Business Operations**

* Help manage and build the new financial online software purchasing experience for QuickBooks. Responsible for the UI, engineering team technical leadership and strategic direction. Recommended and currently guiding the team in building out a lean, responsive UI layer utilizing semantic html5, node.js, backbone.js and REST API architecture.
* Managed multiple scrum teams of 6-8 members each with daily standups, coaching the teams on agile best practices and monitoring release activities.
* Worked with the Agile teams in looking at Depth charts, burn up charts, epics, task hour burndown, product backlog, Sprint Retrospectives and followed lean software development practices and work with stakeholders on release and delivery.
* **Custom Software Developments:** Managed all phases of the software development lifecycle (SDLC) for dozens of custom solutions for SaaS and cloud-based services. *Results:* Delivered industry-leading software that saved the business unit millions of dollars, shortened processes from weeks to minutes, captured huge market share and generated up to $21M in annual revenues within year one of launch.
* **System Integrations/Migrations:** Project-managed large-scale initiatives involving the transition of programs to new platforms/ services using SOA and the merger of disparate systems from acquired client companies. *Results:* Achieved seamless migrations and integrations that were transparent to client customers, accomplished with no unscheduled downtime and delivered by as much as $750K under budget.
* **Enterprise Implementations:** Directed global rollouts of new software and systems for customers. Worked with Multi- tier J2EE technologies.
* Experience in Agile/ Scrum methodology, tools like JIRA, Greenhopper and Rally with short sprint cycle to release products.

***Tools:*** **Mobile iOS and Android**, ***Java, J2EE technologies, Quickbase***, ***Splunk,*** ***MS Project, JIRA, Greenhopper, Rally and SQL***

**PayPal Inc.** San Jose, CA

**Sr. Project Manager** (Nov 2007 – Jan 2012) **(Digital and Mobile Payments)**

Successfully led teams and delivered multiple solutions on Digital, Financial Services & Mobile Payments.

* Led companywide initiatives and multinational rollout of robust, scalable and secure electronic data interchange (EDI), enterprise resource planning (ERP) and point-of-sale (POS) mobile payment systems on iOS and Android mobile platforms.
* Managed budgets of up to $8M and cross-functional teams of up to 25 architects, engineers, product managers, UX/XD designers and analysts.
* Work closely with a cross-functional team including development engineers and project managers with code reviews, technical documentation following our aggressive incremental SDLC schedule. Used Agile/Scrum methodologies.
* Managed Design Business Process Management (BPM) and Business Rules Engines (BRE)  
  applications using PegaSystems' Pega Rules Process Commander.
* Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
* Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
* Worked with Architects, Engineers, UX/XD designers to define product strategy and roadmap.
* Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.

***Tools: Java, J2EE technologies, MS Project, MS Office, SQL, JIRA, Rally, Clarity, GIT***

**Cisco Systems Inc.** San Jose, CA

**Sr. IT Project Manager** (Aug ’07- Oct ’07)

* Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
* Created cost-benefit analysis and ROI assessments was implemented as the basis for decision-making on proposed IT implementation projects.

**Sun Microsystems** **Inc.** Santa Clara, CA

**Sr. Software Engineer** (Jan ’07– Aug ’07)

(I-planet Communications Group)

* Working with Messaging and Calendar Server in the Communications Group using the LDAP Protocol as base.
* Working with Directory Server and Delegated Administrator GUI design, writing code in Java, debugging code, worked on JDAP.

**Broadcom Corporation** Santa Clara, CA

**Sr. Software Engineer** (June ‘06 –Jan ‘07)

Wireless Connectivity group

* Developing software on diverse platforms including Unix, Linux and Windows based operating systems, C and C++
* Developing embedded applications
* Developing applications through the entire Software Development Lifecycle (requirements, design, implementation, testing) utilizing a variety of software development tools
* Scripting languages – Perl, Unix Shell script, etc.
* Distributed processing and data analytics
* Integration of bluetooth products into a complete system.

**Education:**

San Jose State University, San Jose, CA

2005-2007: M.S (Software Engineering)

2001-2005 B.S (Computer Science and Engineering)

**Scaled Agile Framework (SAFe 4.6) – Certified SAFe 4.0 Agilist (2019)**

**Scaled Agile Framework (SAFe 4.6) – Certified SAFe 4.0 DevOps Practitioner (2019)**

**Project Management Institute (PMI)- Project Management Professional (PMP) - 2015**

**Scrum Alliance – CSM (Certified Scrum Master) (2015)**

**Technical Skills:**

Programming languages: C, C++, and Java

Scripting: CSS, Perl, Shell & JavaScript

Web Programming: XML, DTD/XSD, XHTML, HTML, DOM, ASP

DBMS: MS-Access, Oracle, SQL, PL/SQL, ETL and Abinitio

Tools: MS Project, MS Office apps, Tableau and Microstrategy

Operating Systems: Windows, UNIX, LINUX and Mac OS.