**Winny Raj**

**San Francisco, CA**

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**Summary**

Results-driven Technology Leader with a strong foundation in Software Engineering and over a decade of experience in program management, Agile delivery, and enterprise solution development. Certified PMP, SAFe Agilist, SAFe DevOps Practitioner, and CSM, with proven success driving cross-functional teams to deliver large-scale initiatives in software, data, and business transformation. Skilled in C/C++/Java programming, scripting, database management, ETL, and web technologies, with hands-on expertise in tools such as Tableau, MicroStrategy, MS Project, and Ab Initio. Adept at bridging technical and business needs, streamlining processes, and enabling digital transformation across diverse platforms including Windows, UNIX, Linux, and MacOS.

**Education**

* M.S., Software Engineering – San Jose State University, San Jose, CA | 2005 – 2007
* B.S., Computer Science & Engineering – San Jose State University, San Jose, CA | 2001 – 2005

**Certifications**

* SAFe® 4.0 Agilist – Scaled Agile Framework (SAFe 4.6), 2019
* SAFe® 4.0 DevOps Practitioner – Scaled Agile Framework (SAFe 4.6), 2019
* Project Management Professional (PMP) – Project Management Institute (PMI), 2015
* Certified Scrum Master (CSM) – Scrum Alliance, 2015

**Technical Skills**

* **Programming Languages**: C, C++, Java
* **Scripting:** CSS, Perl, Shell, JavaScript
* **Web Technologies:** XML, DTD/XSD, XHTML, HTML, DOM, ASP
* **Databases & ETL:** Oracle, SQL, PL/SQL, MS Access, Ab Initio, ETL Tools
* **Tools & Platforms:** MS Project, MS Office Suite, Tableau, MicroStrategy
* **Operating Systems:** Windows, UNIX, Linux, Mac OS

**Professional Experience**

**Palo Alto Networks Inc. – Santa Clara, CA**

**Sr. Technical Program Manager / Enterprise PMO**  
**March 2024 – Present**

* Head IT & Security programs enabling GenAI access, governance frameworks, and hyperscale cloud deployments.
* Implemented Salesforce–SAP integrations, data synchronization, and compliance (GDPR, SOC 2, ISO 27001).
* Defined KPIs, dashboards, and agile Kanban tracking for NPI and IT Security programs.
* Partnered with global business leaders to ensure secure and scalable retail-facing operations in alignment with compliance frameworks.  
  Tech/Tools: JIRA, Confluence, SAP S/4HANA, Salesforce, Tableau, ServiceNow

**Blue Cross Blue Shield, AZ – Remote**

**Sr. Technical Program Manager**  
**July 2022 – Feb 2024**

* Delivered data modernization & cloud migration (AWS, GCP, Azure) including data lakes, Snowflake, and enterprise reporting.
* Managed Agile-based ERP implementations (SAP ECC/S4 HANA, NetSuite) across supply chain and finance.
* Partnered with business & design teams to integrate CMS (AEM), DAM, Adobe Campaigns, and personalized digital retail experiences.
* Led Scrum and Agile programs for Data Governance, Security (IAM, GRC), and compliance across HR, Finance, and Retail partners.  
  Tech/Tools: Azure DevOps, Snowflake, SAP, NetSuite, Adobe Campaign, MDM, Power BI

**Microsoft Corporation – Redmond, WA (Remote)**

**Sr. Technical Program Manager**  
**Oct 2020 – June 2022**

* Oversaw Azure Cloud & Data Platform programs, managing scrum teams in Agile environments.
* Delivered Microsoft Dynamics 365 ERP (Finance & Retail Supply Chain) implementations and governance with Purview compliance.
* Partnered with LinkedIn and Marketplace teams to drive digital retail subscription models & campaigns.
* Built Kusto dashboards, Azure Sentinel monitoring, Power BI analytics for global retail operations.  
  Key Retail Impact: Enhanced customer experience and retail finance reporting with Agile-led ERP transformations.  
  Tech/Tools: Azure, Dynamics 365, Power BI, Purview, Adobe Campaign, Marketo, AEM

**Apple Inc. – Sunnyvale, CA**

**Sr. Engineering Program Manager**  
**Apr 2018 – Sept 2020**  
**Apple Retail Online & IS&T (Retail & Stores Division)**

* Managed Apple Retail Online, Apple Store systems, POS, and NPI product launches (Watch, iPad, iPhone, AirPods).
* Partnered with design/creative teams on CMS (AEM), DAM, MAM to support worldwide Apple retail stores (WW, APAC, EMEA).
* Delivered Agile digital retail programs, ensuring seamless global store readiness and product availability.
* Defined KPIs for retail CMS, supported WW retail launch execution, and coordinated OEM & logistics readiness.  
  Apple Internet Services Operations (ISO)
* Managed iCloud, iTunes, Maps services with Agile/DevOps practices for global availability.
* Executed Data Center consolidations, Agile program governance, and AI/ML-driven retail personalization.  
  Tech/Tools: JIRA, Confluence, Jenkins CI/CD, AEM, AWS, iOS, Agile Scrum

**KOHL’S Corporation – Milpitas, CA**

**Sr. Technical Program Manager**  
**Jan 2019 – June 2019**

* Led Digital Retail & POS transformation, including store order fulfillment system upgrades and CRM-integrated campaigns.
* Managed Agile teams delivering Adobe Campaigns, CMS migrations, retail analytics, and omni-channel integrations.
* Developed KPIs & dashboards to track customer acquisition, sales performance, and operational efficiency.  
  Tech/Tools: Hadoop, Spark, Tableau, Adobe Campaign, AEP, GCP

**Visa Inc. – Foster City, CA**

**Sr. Technical Program Manager**  
**Sept 2014 – Apr 2018**

* Delivered Visa Digital Commerce App (VDCA) enabling mobile/web commerce for issuers & retail partners.
* Implemented tokenization, alerts, card-to-card transfers in Agile development teams.
* Managed GDPR-driven data governance & retail data compliance initiatives.
* Led Agile software development lifecycle (SDLC) projects across payments and retail banking integrations.  
  Tech/Tools: Hadoop, Hive, Tableau, JIRA, Rally

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

**Sr. Project Manager, Wells Fargo Virtual Channels (WFVC)**  
**Aug 2016 – Apr 2017**

* Managed Digital Retail Banking Platforms (iOS/Android) for customer engagement and virtual banking.
* Applied Agile/Iterative development for usage-based financial products & mobile-first retail solutions.
* Ensured compliance (PCI, SOC, HIPAA, SOX) for digital retail channels & middleware integrations.

**Intuit Inc. – Mountain View, CA**

**Sr. Program Manager**  
**Jan 2012 – Sept 2014**  
**QuickBooks SaaS & Business Operations**

* Directed the new QuickBooks financial software online purchasing experience, overseeing UI, engineering leadership, and strategic product direction.
* Guided scrum teams in Agile best practices, managing daily standups, backlog grooming, sprint retrospectives, burn-up/burndown charts, epics, and release management.
* Delivered SaaS and cloud-based custom software solutions that saved millions, reduced processes from weeks to minutes, and generated $21M in annual revenues in the first year.
* Led system migrations & enterprise rollouts, including SOA-based integrations and mergers of disparate retail/financial systems. Achieved seamless migrations with zero downtime and $750K under budget.
* Partnered with global teams on multi-tier J2EE enterprise deployments, SaaS integrations, and mobile app delivery (iOS/Android).  
  Tools: Quickbase, JIRA, Rally, Greenhopper, Java/J2EE, REST APIs, Splunk, SQL

**PayPal Inc. – San Jose, CA**

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

* Delivered multiple digital and mobile payment solutions, including global rollouts of POS systems, mobile payments (iOS/Android), EDI, and ERP integrations.
* Managed budgets up to $8M and large cross-functional teams (25+ engineers, architects, PMs, UX designers, analysts).
* Defined Agile vs. Waterfall hybrid approaches for retail-focused programs, using Agile ceremonies, backlog prioritization, and iterative releases.
* Oversaw Business Process Management (BPM) and Business Rules Engines (BRE) implementations (Pega PRPC).
* Partnered with product, design, and engineering teams to shape strategy, roadmap, and delivery of mobile-first retail solutions.
* Drove risk mitigation via data analysis and change management in rapidly evolving global retail payment environments.  
  Tools: Java, J2EE, SQL, JIRA, Rally, MS Project, Clarity, GIT

**Cisco Systems Inc. – San Jose, CA**

**Sr. IT Project Manager**  
**Aug 2007 – Oct 2007**

* Defined project goals, scope, and technical requirements, creating detailed Work Breakdown Structures (WBS).
* Produced ROI and cost-benefit analyses that influenced executive decisions for IT investment projects.

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

**Sr. Software Engineer (iPlanet Communications Group)**  
**Jan 2007 – Aug 2007**

* Developed and debugged Java-based messaging and calendar server software.
* Designed features for LDAP Directory Server and Delegated Administrator GUI.

**Broadcom Corporation – Santa Clara, CA**

**Sr. Software Engineer (Wireless Connectivity Group)**  
**June 2006 – Jan 2007**

* Built embedded software applications across Unix, Linux, and Windows platforms in C and C++.
* Delivered end-to-end SDLC development: requirements, design, coding, testing, and integration.
* Contributed to Bluetooth product integration, scripting automation (Perl, Shell), and distributed data analytics.