

Jennifer Barnes
Technical Program Manager

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Townsend, MA, 01469, United States | 9785491055

Experienced technical program manager with 15+ years in defense and technology, driving strategy, operational efficiency, and cross-functional collaboration. Skilled in Agile, Scrum, and PMP, with a strong focus on risk assessment, data-driven decision-making, and scalable business growth.

Work Experience

Portfolio Performance Manager, ProDeploy Client Suite

Dell Technologies | Hopkinton, MA/Remote

Apr 2023 - Aug 2024

- Managed financial performance of the \$12B ProDeploy Client Suite, increasing revenue by 6%.
- Led cross-functional collaboration, securing \$42M portfolio growth in six months.
- Gained deep technical expertise in PC deployment solutions, leveraging Agile & Scrum methodologies for service optimization.

Global Channel Services, Business Intelligence Lead

Dell Technologies | Hopkinton, MA/Remote

Jun 2017 - Apr 2023

- Directed BI strategy post-merger, driving \$101B business growth through optimized revenue forecasting.
- Developed KPI-driven analytics, strengthening brand confidence and compliance among Channel Partners (responsible for 70% of ISG services revenue).
- Led a team of analysts, integrating SQL, Python, Power BI, and cloud-based data warehousing to improve decision-making.

New Product Introduction, Program Manager

EMC | Hopkinton, MA/Remote

Aug 2015 - Jun 2017

- Led factory readiness for VPLEX global manufacturing launches, ensuring seamless integration with mission-critical enterprise solutions.
- Transformed business objectives into actionable deliverables, enhancing operational efficiency across global production.

Operations Program Manager

BAE Systems | Nashua, NH

Feb 2014 - Aug 2015

- Managed Low-Rate Initial Production (LRIP) for JSF signal detection apertures, driving full-rate production readiness.
- Accelerated product delivery by 45 days, achieving a \$7.5M sales shift and securing follow-on contracts.
- Resolved manufacturing defects, restoring contract viability, and ensuring production continuity.

Volunteer Experience

Coach

Youth Basketball

Nov 2024 - Present

- Mentor young athletes, fostering teamwork and confidence through strategic skill-building sessions.

Finance & Events Chair

Parent Teacher Organization

Sep 2019 – Present

- Managed financial strategy, optimizing cash flow and budgeting for school events.
- Spearheaded first full-day Field Day for 500+ middle school students, securing sponsorships, coordinating interactive activities, picnic lunch, shaved ice truck and all associated vendor organization.

Instructor

Dell Girls Who Code in collaboration with Girl Scouts

Jan 2020 - Aug 2024

- Designed & delivered interactive coding sessions for Brownies, Juniors, and Cadettes, fostering STEM engagement.
- Led virtual workshops across multiple time zones quarterly, encouraging digital literacy among young learners.

Core Skills

Data analysis | Report automation | Interactive PowerBI dashboard development
Strategy development | Roadmap creation | Hardware & software program management
Project leadership, capital & test equipment | Manufacturing optimization

Education

University of New Hampshire

Sep 2001 - May 2005

Bachelors: Anthropology

Minor: Business Administration

Awards

- Transformed Channel Services' BI strategy, distilling complex data into a single high-impact presentation that earned executive praise and secured strategic engagement.
- Identified & integrated new data sources, enhancing sales performance and guiding business direction.
- Resolved manufacturing process defects, restoring contract viability for JSF Apertures.
- Managed energetics programs, ensuring precision, safety, and efficiency in high-stakes defense operations.
- Led BAE Systems' Give Back campaign, serving as a Loaned Executive for United Way.
- Additional leadership & operational excellence awards.

Interests

Volunteering | Yoga | Puzzles | Camping | Horseback riding
Personalized product design (laser & vinyl engraving, custom apparel)

Additional

Authorized to work in the U.S. | Able to obtain Security Clearance | Immediate availability