Johannes Muckel

Sr./ Program Manager

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📍 Orinda, CA 94563 USA

SKILLS

- Team Building & Training
- Program Management
- Agile Development
- Product Management
- Mentoring
- Process Optimization
- Feedback
- Leadership
- Communication
- Creative Problem-solving
- Innovation
- Critical Thinking
- Open-Mindedness

LANGUAGES

German ★★★★★

English ★★★★★

EDUCATION

University of Paderborn
Bachelor of Arts in English Literary and Cultural Studies

University of Paderborn
Bachelor of Arts in English Linguistics

CERTIFICATIONS

Presentation and Public Speaking Workshop
Bold Echo

SAFe Certified
Scaled Agile

PROFILE

Highly analytical and results-driven professional, with 6 years of PMO experience working on highly complex products of global scale.
Expert at developing and improving processes and utilising effective IT tools and software to boost efficiency and productivity. Effective communicator with interpersonal ability in building positive relationships with diverse levels of professionals. Adept at performing analysis and manipulating data to determine issues and execute proper solutions. Experienced with SAFe, Agile, and Localization processes. Bilingual in German and English.

WORK EXPERIENCE

Sony Interactive Entertainment
Program Manager

(March 2016 - Present)

☐ Work across multiple teams across the globe to drive dependencies, timelines and outcomes.
☐ Run high-visibility, high-impact strategic programs.
☐ Serve as a mentor on process and personal development.
☐ Assume responsibility in providing program updates to stakeholders on overall localization status on a bi-weekly basis.
☐ Make use of Google Cloud, Jira, and Confluence to monitor features, schedules, and dependencies.
☐ Render support to multiple SAFe trains to guarantee on-time release.
☐ Negotiate and effectively communicate shifting release timelines.
☐ Drive efficiencies and new ways of thinking with a goal of reducing waste and increasing predictability.
☐ Take charge of driving continuous process improvements, resulting in 25% fewer Jira tickets.
☐ Plan events as a member of the LGBTQ Employee Network
☐ Perform user study in Germany and Mexico to gauge quality of tone of voice of translation with 1000 users.
☐ Carry out the identification and resolution of localization bugs; generation of metrics; and enhancement of processes.
☐ Received the Honorable Mention award for the Summer Hackathon 2016, including cash award and presentation to the executive panel.

Sony Network Entertainment
Associate Program Manager

(February 2014 - March 2016)

☐ Administered the translation process of strings for assigned projects and platforms
☐ Addressed and solved localization (L10n) bugs of up to 25 per day in Rally
☐ Partook in the redesign of localization process flow
☐ Developed tracking processes in Rally, Jira, Google Sheets, and Trello, as well as user guides in SharePoint and Confluence
☐ Utilized Agile framework in delivering localization, and localization quality assurance (QA) projects

Gemino
Vendor Manager

(July 2012 - February 2014)

HONORS & AWARDS

2012 National Model United Nations (NMUN) Conference
Distinguished Delegation Award

Sony PlayStation Hackathon Summer 2016
Honorable Mention