**Kaj S. Pedersen**

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A Senior Technical Delivery Manager with 29 years of experience providing guidance for business, helping define products and capabilities, resulting in optimized business processes and technical solutions. Bridging Partnership between business and technology teams to ensure requirements are defined and implemented to mature and refine the product. Driven passion for technical detail ensures the product achieves highest quality, matching the business needs and thereby increase company revenue.

**Professional Experience**

**Concentrix contracting**

***T-Mobile, Bellevue, WA April 2020 – Current***

**Senior Technical Delivery Manager – Device Financing Services - Credit**

Supported the inhouse dev and testing team of 70. The focus is to deliver the Integration of the merger between Sprint and T-Mobile. Responsible for reporting to Sr. Directors and VPs for progress on the conversion progress. Building out and enhancing the Credit application to support the conversion of Sprint customers. Define processes for the team growing from 12 to 70 members over a 2-year span.

* Developed processes from intake to delivery of new functionality.
* With technical leadership having the development team refine development processes.
* Reported directly to the Sr Mgr. and Sr. Director for Credit and weekly reporting to the VP.
* Work with stakeholders to balance business and technical objectives. Ensuring business requirements will work within the limits of the product and ensuring the product will continue to grow to meet the expectations of the business needs.
* Effectively manage trade-offs between cost/schedule versus business benefit.
* Work with development team to turn business requirements into a comprehensive set of detailed user stories.
* Collaborate with UI designers to understand and incorporate visual design, interaction modelling, and information architecture.
* Work with Engineering teams to deliver the product that is stable in production and satisfies scalability, reliability, and performance goals.
* Work with product and technical team to implement, administer, and run A/B tests and measure their success.
* Ensure communications, planning, and risk/issue tracking being effectively executed.
* Facilitate backlog creation for assignment of epics, features, user stories and tasks.
* Facilitate forecasts and budget weekly and present status for stake holders including VP for both Product and Development. Schedule and facilitate bi-weekly Steerco meetings.
* The budget was $25 million.
* Actively contribute to our team's culture of having fun together, embracing change, and delivering.

***Apkudo, Bellevue, WA Jan 2019 – April 2020***

**Senior Director of Product Management**

Senior Director of Product Management driving vision defined by the CEO to final product for supply chain. Engagement with customers to ensure functionality and quality matches the market. Driving the new product to support vendors interaction with the existing product for a Telecom Carrier, measuring performance and logistics. Enhance the existing product for supply chain with new features and functionality to support the growing and changing needs. Drive development of the new product for vendors to support the engagement with Carriers.

* Develop short- and long-term product and service strategies and plans.
* Managing requirements from stakeholders and balancing the cost of development.
* Create dashboards and reports for the portfolio to show status, progress, and future planned enhancements.
* Build financial reports to keep awareness of product cost and revenue.
* Research market direction and needs to build out the products to satisfy the market.
* Work with business to balance business and technical objectives. Ensuring business requirements will work within the limits of the product and ensuring the product will continue to grow to meet the expectations of the business needs.
* Analyse and build reporting to highlight variances found between the WMS and the Financial system.
* Work with Engineering teams to deliver the product that is stable in production and satisfies scalability, reliability, and performance goals.
* Collaborate with UI designers to understand and incorporate visual design, interaction modelling, and information architecture.
* Utilizing big data analytics to help minimize financial loss in the reverse logistics flow.

**Covestic contracting**

***T-Mobile, Bellevue, WA July 2018 – Jan 2019***

**Senior Technical Product Manager - Finance**

Senior Technical Product Manager helping operationalize existing functionality and drive new features and functionality for financial products. Driving two pilot projects, each building a new platform integrated to the existing enterprise.

* Work with business to balance business and technical objectives. Ensuring business requirements will work within the limits of the product and ensuring the product will continue to grow to meet the expectations of the business needs.
* Effectively manage trade-offs between cost/schedule versus business benefit based on requirements from stakeholders.
* Work with development team to turn business requirements into a comprehensive set of detailed user stories.
* Collaborate with UI designers to understand and incorporate visual design, interaction modelling, and information architecture.
* Work with Engineering teams to deliver the product that is stable in production and satisfies scalability, reliability, and performance goals.
* Work with product and technical team to implement, administer, and run A/B tests and measure their success.
* Ensure communications, planning, and risk/issue tracking being effectively executed.
* Facilitate backlog creation for assignment of epics, features, user stories and tasks.
* Facilitate forecasts and budget weekly and present status for stake holders including VP for both Product and Development. Schedule and facilitate bi-weekly Steerco meetings.
* Building reports for financial risks using big data.

**Covestic contracting**

***T-Mobile, Bellevue, WA Oct 2017 – July 2018***

**Senior Technical Delivery Manager – Care Commissions**

Supported the inhouse Dev team of 9 and managed the relationship with the vendor development team of 10 developers. I took over the implementation of the new IBM Cognos ICM (Varicent ) system for calculating and paying out commissions to T-Mobiles Care representatives. The main goal for 2018 was to depreciate a business owned database which was sourcing the commissions system and to derive data directly from the sources from more than 50 applications involved in providing data to the Care Commissions system. Hereby maturing the product to gather data with less latency and more accuracy.

* Responsible for assuring development standards between employees and contractors and was overseeing the daily operations.
* Developed processes for Business, UAT test team and development to unite the teams.
* Implemented Kanban structure in our agile development.
* With technical leadership having the development team refine development processes.
* Reported directly to the Sr Mgr. and Director for Commissions and weekly reporting to the VP.
* Performing biweekly SteerCo meetings with stakeholders.
* Starting up phase II of the project, I initiated the process of getting funding for the assessment. After the assessment I went through the process to get the final funding for the project and getting the project kicked off. Project size was $7 million.
* Using big data to build reports on geographical paid out commissions.

**Covestic contracting**

***T-Mobile, Bellevue, WA May 2015 – Oct 2017***

**Senior Technical Delivery Manager – EIT Web, Retail and Care Solutions**

As the Senior Technical Delivery Manager, I helped manage the technical delivery of projects spanning the Web, Retail and Care functions. In my role as TDM I joined teams from Engineering, Enterprise IT, BI, Business owners, Testers, Release Management and Vendors. During my time at T-Mobile I have successfully assisted the biggest release in the history of T-Mobile. Supervising my own 4 projects going live, utilizing the capacity of 7 sprint teams. The project involved more than 30 different systems to be updated.

* Setting up and conducting JAD sessions. Documenting business and technical requirements.
* Ensuring code drops are done for QAT and Production, covering the following warranty period, while starting up new projects.
* Reporting directly to Senior VP’s, VP’s and Product Owners.
* Performing biweekly SteerCo meetings with stakeholders.
* I have successfully helped switching out Vendors on the customer messaging side, while expanding the integration to the customer, giving them a personalized experience.
* Managed conversion of the web to Angular and enhancing the payments experience for the customers.
* During the last year I assisted in hiring 4 new Technical Delivery Managers (TDM). I created a Roles and Responsibilities guide and helped mentoring and guiding the new TDM’s getting settled in their new projects.
* Building out reports on finances coming through the web platform using big data.

**KMC-Soft Contracting**

***Telenor, Copenhagen, Denmark Oct 2014– Apr 2015***

**Senior Technical Project Manager – PMO**

The project was to implement a new BSS stack for Telenor Denmark and Telenor Hungary. My responsibility was to drive the projects which involve 3rd party vendors. In the project for Point Of Sales, we were integrating Visma’s POS, which was extended to run on tablets, using cloud.

For Campaign Management, we were introducing Teradata. The Teradata solution was integrated to both the new BSS and the legacy BSS, Ensemble from Amdocs.

For Revenue Assurance and Fraud Management I establish the project within the organisation.

* I established the senior user group for the analysis, the Steering committee for the project.
* Writing and presenting the project mandate for the Steering committee for the whole program.
* The RA&FM for this project was extensive. For RA we were installing 110 controls and for FM we were implementing 64 alarms.
* During this process I was taking the business requirements and transforming them in to the detailed descriptions for cVidya to implement the requirements in their FraudView and MoneyMap applications.
* This process involves all layers within the new BSS stack. CRM, Billing, UPC, Mediation and the ESB.

**KMC-Soft Contracting**

***KMD, Copenhagen, Denmark Oct 2012– Apr 2014***

**Solution Architect and Developer – Care**

This project was customizing and extending the Health Care System developed for and used by, most of the municipalities in Denmark. My part in the project was overall architecture, and development within Power Builder, C#, Oracle and EDI communication.

* Meetings with business and made detailed description of the solution.
* Implemented the solution in Power Builder 12.5.2 and Oracle using triggers, stored procedures and packages.
* The source control for Power Builder was MS TFS and Actual builds were done through Final Builder on a dedicated server.
* The front end was a Power Builder application and the system bus used to deliver information to the iOS, Windows Mobile, Android and Web interfaces, was developed in C#.
* Utilizing data analytics to optimize system performance and logic.

**KMC-Soft Contracting**

***CallMe, Copenhagen, Denmark Dec 2011– Apr 2013***

**Solution Architect and Developer – Billing**

I was part of a small group handling the systems to run a telecom in Denmark, my work was done remote. This Telecom was bought by a larger telecom and as such had to run the billing through their systems. The existing systems was being modified to slowly slide into the mother company’s systems.

* Implement small changes on the fly to accommodate the business needs.
* Ensure architecture between the systems was kept intact.
* Create functional specifications to document the existing system.
* Checking log files, analysing data for troubleshooting

**Prokarma Contracting**

***T-mobile, Bothell, WA Apr 2011– Dec 2011***

**Lead System Analyst – Billing**

The role as lead System Analyst involved gathering information for the solution in all aspects of the business.

My position often led to close discussions with the enterprise architects on how new functionality had to be implemented using a combination of Legacy system technologies to SOA technologies for the interfaces for the web front ends.

* As the SA, I got involved in all the development for each system in the organization. Which involves IVR, Switches, Billing etc.
* The systems I worked on was used by local CSR and the Call center for T-Mobile, and the web for self-service.
* Create Functional Specification Design documents for the different applications being modified.
* Conduct design meetings with Engineering, Development, and testing.
* Perform data analytics on customers charges and payments.

**KMC-soft Contracting**

***TDC, Copenhagen, Denmark Nov 2008– Mar 2011***

**Solution Architect – Enterprise Architecture**

The project was to simplify the architecture and minimize the number of applications for TDC (Denmark’s leading telecom company). The complete architecture contained more than 300 applications. To do this, an architecture group together with management, decided on new ways to implement applications in the future to minimize the stack of applications. The three areas of fixed net, broadband, and mobile were to be merged into one common interface for the front-end applications. A new OSM was going to be implemented in the new architecture to support all areas of orders, from the customer to the warehouse, ordering of components. This EA would simplify processes and overall cost of the systems.

* Analyze the implementation of products in all areas and make a common product catalogue and a common CRM hub for TDC.
* Align with executives in each area.
* Analyze the Oracles PIM and the SID model from TM Forum.
* Siebel as a front end to the legacy systems was analyzed.
* Data analytics was used to create the new data model.
* Architect a new self-service system was based on SOA.
* Track vendor development progress
* Assure UAT testing was conducted on new development.

**KMC-soft Contracting**

***TDC, Copenhagen, Denmark Mar 2001– Oct 2008***

**Solution Architect and Product Owner – Billing**

My role at TDC was primary as Product Owner for the Billing system of the Mobile Market. The system was Ensemble by Amdocs and I helped implementing, developing and maintaining the system since 2001.

During my 10 years as a consultant for TDC I gave a 24/7 service as the backbone on the program.

* Setting up meetings get an overview of the requirements wanted ranging from new products to modifications in the behaviour of the system.
* Gathering business requirements and writing High Level Design documents for the development team to take over and implement.
* Maintain the compatibility between all systems connected to the new billing system.
* Optimizing the system for performance for production.
* CMMi was used for the development process. Part of my job was initially to build processes to help raise the project to CMMi level 3 for outsourcing purposes.
* Managing the team of 8 developers in Mumbai
* Travelled to India to handover assignments.
* I guided my team with best practices for solutions of development and inside knowledge of the system.

***Corebit Consulting, Copenhagen, Denmark Feb 1999– Feb 2001***

**Power Builder Developer – It Consultant**

***Maersk Data, Copenhagen, Denmark Aug 1998 – Jan 1999***

**Power Builder Developer – IT**

***CSC, Copenhagen, Denmark Aug 1994 – Jan 1999***

**Power Builder Developer and Project Management**

**Education:**

Datamatician (Danish Bachelors equivalent) Tietgen Business School 1994

**Additional Skills**

Languages: SQL, HTML, .Net, PowerBuilder, VB Scripting

Software: MS Office 365 incl. Viso and Project, HP QC, WinRunner, Jira, Jira Align, Confluence, AWS fundamentals

Operating Systems: MS Windows 3.11 – Windows10, MS NT – Windows Server 2016, MacOS, Unix,

Telecom Areas: CRM, Products, Rating, Billing, Mediation, POS, Campaign Management, Revenue Assurance, Fraud Management, Credit Risk and Collections, Ensemble, Veris, SAP.

Databases: Oracle, MS SQL, MySQL, Sybase