

# DUSHYANT SINGH

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## SUMMARY

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**Innovative, performance-driven Technical Project Manager** with 4+ years' progressive expertise in leadership and managing mission critical projects in an enterprise department of City and County of San Francisco. Lead multiple teams to scope, design, develop and release a custom product in all phases of product rollout.

## PROJECT MANAGEMENT EXPERTISE

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- Resource Management
- Scheduling
- Full Life Cycle Project Management
- Systems Development Life Cycle (SDLC)
- Scope Control
- API Management
- Product Management
- Process Improvement
- Requirements Gathering
- Agile/Scrum Methodology
- Contract Negotiation
- Collaborative leader

## PROFESSIONAL EXPERIENCE

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### Technical Project Manager

July 2014 - Present

#### San Francisco International Airport (City and County of San Francisco), CA

- Provide technical/managerial oversight (design, development, implementation & evaluation) to multiple intra- and inter-Airport projects.
- Ensuring projects are conducted in compliance with applicable government and regulatory procedures.
- Monitor project workflow and make timeline adjustments as needed.
- Extensively worked on design, development, testing & maintenance of native mobile applications (iOS/Android).
- Review field performance of products and seek opportunities for improvement.
- Regularly present product roadmap and release plan to Airport executives.
- Work closely with Operations and Security division to implement new innovative solutions at SFO.

### Senior Financial Associate

November 2011 - June 2014

#### Citibank, Newark, CA

- Deliver outstanding client services by executing financial transactions in accordance with bank policies and procedures while maintain an acceptable record in daily drawer balancing.
- Deepen client relationships by effectively executing all services and referring bank products while achieving goals through daily sales activities and branch sales promotions.
- Proactively educate clients on utilizing available access channels (i.e. ATM, Online and Telephone Banking).
- Resolve account service issues and respond to client inquiries promptly and effectively.
- Develop new business; prepare client presentations and market new products.
- Continuously learn new and existing products through sales aids (features, benefits, fees, etc.).

## ACHIEVEMENT HIGHLIGHTS

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### 2015 *Application Based Commercial Transportation (ABCT)*

- Managed a team of 3 developers to develop and deploy a test simulator to simulate real-world Uber, Lyft & Wingz drop-off/pick-up activity at the airport, first of its kind at any major Airport in the world.
- Won 2015 Best of California Award.
- Solution was licensed to American Association of Airport Executives (AAAE) to be sold to other North American Airports.

### 2017 *Temporary Access Badging System (TABS)*

- Managed a team of 6 developers to design, develop and implement a solution to replace the existing outdated method of issuing temporary badges at the airport.
- The new-implemented solution allows Security Office to conduct a background check on an applicant via SOAP (adjudication database) and Department of Homeland Security NoFly list data to determine if the badge can be issued to the applicant.
- The new solution takes only 30 seconds in total, from handing over a government-ID to obtaining a badge.
- The new solution significantly improved the operational security of the Airport.

### 2018 *SFO Copilot - SFO's first native mobile app for Android and iOS*

- Managed a team of 10 developers to design, develop and release Android/iOS app to be use by 2000+ airport employees.
- Industry-first effort by SFO to develop an app that provides real-time operational information to all airport employees.
- Continuously developed and released new app features monthly using React/React Native/Redux.

## TECHNICAL SKILLS

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### Project Management Tools

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|--------------|--------------------------|
| • JIRA       | • Clarity                |
| • Confluence | • Microsoft Office Suite |
| • ServiceNow | • Microsoft Visio        |

### Development Tools

- |                      |                           |
|----------------------|---------------------------|
| • Python             | • REST API Integration    |
| • SQL                | • jMeter                  |
| • AWS Cloud Services | • Runscope API Monitoring |

## AWARDS & RECOGNITION

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[ABCT](#) - 2015 Best of California Award

[Escorted Driver Information Service \(EDIS\)](#) - Designed and implemented an innovative solution to digitally capture driver's license information via a mobile device. Successfully adopted and is being used by SFPD & Airfield Operations at SFO.

## EDUCATION AND CERTIFICATIONS

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**Bachelor of Science: Management of Information Systems, June 2015.**  
San Francisco State University, San Francisco.