**PROFILE**

* Self- directed, detail-oriented, and professional C# programmer with experience in designing, developing, analyzing, and implementing client-server, web and desktop-based applications using C# language. Expertise in system design as well as in testing, debugging, and modifying related application code. Capable of learning new programming languages and technologies and completing projects within specified deadlines.
* Target-driven team professional possessing strong team management skills with expertise in business requirements creation, data analysis, application development, architecture alignment, vendor management and contract documentation, RFP, RFI, product assessments, proof-of-concepts, and data conversions. Skilled in analysis and the identification of areas requiring improvement, and the implementation and delivery of effective business strategies.

SKILLS

|  |  |  |
| --- | --- | --- |
| * C# | * Sql | * Git |
| * Html | * Asp.Net | * VisualStudio |
| * CSS | * Javascript | * React |
| * Scrum | * AWS | * AWS |
| * Agile | * Microsoft Project | * Waterfall |

**EDUCATION**

**TrueCoders, Advanced Technical Training, Software Engineering, NY June 2023 - August 2023**

* Project-based training in programming languages and other technical skills, such as SQL, C#, .NET Core, Git, ASP.NET MVC, HTML, CSS, and JavaScript.
* These skills were developed by building multiple C# and SQL projects in Visual Studio and Visual Studio Code C# and SQL Projects were tracked in Git and GitHub for source control.
* Managed SQL databases using the CRUD operations in MySQL.

**Master of Business Administration (EMBA)**, **General Management** | Dowling College

**Master of Science (MS)**, **Computer Science (Thesis on Artificial Intelligence)** | NYU Tandon School of Engineering

**Bachelor of Science (BS) - Dual Degree**, **Computer Science, Mathematics with Minor in Biology** | Hofstra University

**Baccalaureate Degree**, ***Economics*** | Academy of Bordeaux (Bordeaux, France)

**CERTIFICATIONS| CERTIFICATES**

Certified Information Security Manager (CISM)

Certified Amazon Web Services (AWS) Cloud Practitioner (AWS CCP)

Certified Project Management Professional (PMP); Certified Safe 5 Agilist (SA)

Certified ScrumMaster (CSM); Scrum Product Owner (CSPO); Certified Professional Scrum Master I (PSM I)

Certified ITIL V3 Foundation in IT Service Management (ITIL); Certified Six Sigma Black Belt (CSSBB)

Certificate, Construction Project Management, PACE University (PACE)

Certificate, Agile Project Management, NYU School of Professional Studies (NYU)

Certificate, Women’s Leadership Program, Yale School of Management Executive Education (Yale)

Certificate, Improving Communication Skills, Wharton School of the University of Pennsylvania (Wharton)

**Certificate, Leadership in an Exponentially Changing World,** Massachusetts Institute of Technology (**MIT**)

**EXPERIENCE**

**Software Engineer Project**

**CRUD Image Database Website: ASP.NET MVC | C# | HTML | CSS | SQL**

* Created an image model with a name, ID and image path properties in C#. Created a view image model to display the image name and file path.
* Created an image repository in C# with CRUD methods for inserting new images, displaying a list of images, and deleting images.
* Used SQL commands and connections in each CRUD method for inserting new images, displaying a list of images, and deleting images.
* Used HTML to create an image upload view page and then created a corresponding C# controller to save the image into the image folder and store the file path in the SQL database.
* Used HTML and CSS to create view pages with a page for displaying a grid of images and a page to display a time-lapse of all images. Created corresponding controllers for the grid page and time-lapse in C#.

**CSV Parsing and Geolocation TDD Project: C#**

* Application made in Visual Studio using C#, .NET Core, and xUnit testing.
* Uses a CSV document which lists the city and coordinates of different restaurants.
* The application splits each line of the document into an array ([location name, latitude, longitude])
* Test-driven development ensures that invalid and missing data is handled correctly.
* If the data is out of bounds or cannot be parsed, then the parse method returns null. Otherwise, the latitude and longitude are parsed.
* The distance between each pair of coordinates is calculated in order to find the two restaurants furthest apart.

**Kanye REST: C# | .NET Core| JSON | API**

* This program will simulate a conversation between Kanye West and Ron Swanson through API calls.
* using the Newtonsoft.JSON NuGet package the program will make a call to the Kanye URL and parse the JSON object into a string called Kanye Quote
* The application makes a call to the Ron Swanson API and parses the JSON Array into a string called swansonQuote.

**Senior Technical Program Manager/Project Manager**

**Clients: JPMorgan Chase, Sirius XM, A&E Networks, Regeneron, AXA XL, Gilead, Altice**

Responsible for Global Stakeholder Management, Document Management, Quality Management, Risk/Issues/Defect Management, Project Budgetary Management, Vendor Management, Onshore and offshore Resource Planning, Conflict Resolution & Negotiation, management of testing phase (facilitated creation of test cases and test plans)

Project Types : Infrastructure, Application Rollouts.

* Global (75 Countries; 4 Regions (EMEA, LATAM, APAC, NA) -15K devices (laptops, desktops, VMs...) Windows 10, O365, OneDrive, MS Teams Rollout Program:
  + Managed the Global Next Generation Firewall Rollout Project in Data centers, the Global Conversion from ISDN to SIP circuits Project in Data centers dispersed, the Global Enterprise Voice Rollout Project in 75 Countries for 12K Users. Built partnerships with project stakeholders to manage expectations, provided progress and/or escalated issues. Worked with clients to understand requirements for success.
  + Collaborated with appropriate teams such as Infrastructure, Applications Development, Information Security to ensure infrastructure requirements were well understood and aligned with business requirements and Client's strategic roadmap. Communicated with project team to drive on-time completion of tasks.
* IT Managed Services Provider Transition Program (Run): Managed an IT Managed Services Provider Transition Program (Run) working closely with the Unisys MSP Vendor. Executed the transition from build to run of 22 separate IT Service areas such as Network LAN/WAN, Service Management / Service Now (MIM, PM & CM), AWS Cloud, DR & Backup, QMS/GxP Validation & Compliance Software, Security (FW/LB), SharePoint
* Unified Communications / Lync / Skype for Business Program: Managed a Global Unified Communications, Lync/Skype for Business Program

**BLANK**

Program Manager / Project Manager Resume

Dynamically versatile senior program manager with exceptional performance in business functional verticals and engagement of C-level executives. Proficient in portfolio management with industry experience in media/entertainment, investment banking, pharma, and healthcare industries. Experienced Senior Program/Portfolio Manager with in-depth expertise in business requirements creation, data analysis, application development, architecture alignment with business strategy, vendor management and contract documentation, RFP, RFI, product assessments, proof-of-concepts, data conversions. Skilled in IT project portfolio and financial management from ideation through benefits realization and ultimate ROI. Experienced with Various PPM Tools(Clarity, Planview, Workfront) and Project Methodologies(Waterfall, Agile).

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| • Global Project Management | • Strategic Technology Planning | • Regulatory Compliance |
| • Business Transformation | • Resource Planning | • Executive Dashboards |
| • Budgetary Analysis | • Portfolio Administration | • Project Control and Governance |
| • Document Control | • Infra, App/Dev Prg Management | • Quality management |

**PROFESSIONAL EXPERIENCE**

# GILEAD SCIENCES (Biopharmaceutical)

Senior Program Manager (Consultant) NOV 2020 - Present

* Qualify GXP AWS Gilead DnA(Enterprise Data Platform 2) platform:
  + Lead the GXP AWS App Implementation. Run Daily Standups to support GXP App/Infra Rollout
* Azure to AWS App Migration Program:
  + Manage the Migration of Apps from Azure to AWS Platform
  + Manage the migration from Azure to AWS of 18 Applications; Track Migration Cost Benefits realized.
* Return To Site Technology Solutions Program:
  + Managed the Global (All Gilead Sites (58 Sites) inclusive of Foster City) rollout of the Return to Site Technologies in Gilead Sciences: RSVP Health, Self-Screening; My Assistant, Scheduling Application; RSVP Entry Kiosk and Technology Assisted Contact Tracing. Ensured that all technologies are enabled for the safe return to site of the Gilead Sciences Employees

AXA XL (global insurance/re-insurance)

Senior Program Manager (Consultant) MAY 2018 – NOV 2020

Responsible for Global Stakeholder Management, Document Management, Quality Management, Risk/Issues/Defect Management, Project Budgetary Management, Vendor Management, Onshore and offshore Resource Planning, Conflict Resolution & Negotiation, management of testing phase (facilitated creation of test cases and test plans)

* Global (75 Countries - 12K Users- 4 Regions (EMEA, LATAM, APAC, NA) MS Teams Enterprise Voice Program:
  + Managed the Global Next Generation Firewall Rollout Project in Data centers dispersed in 4 regions.
  + Managed the Global Conversion from ISDN to SIP circuits Project in Data centers dispersed in 4 regions.
  + Managed the Global Enterprise Voice Rollout Project in 75 Countries for 12K Users.
* Global (75 Countries-15K devices (laptops, desktops, VMs...) Windows 10, O365, OneDrive Rollout Program:
  + Built partnerships with project stakeholders to manage expectations, provided progress and/or escalated issues. Worked with clients to understand requirements for success.
  + Collaborated with appropriate teams such as Infrastructure, Applications Development, Information Security to ensure infrastructure requirements were well understood and aligned with business requirements and Client's strategic roadmap. Communicated with project team to drive on-time completion of tasks.
  + Developed risk management strategies, taking responsibility for problem analysis and recovery.
  + Maintained project documentation, either using standard templates or through client's PMO tool
  + Managed the Proof of concept (POC), Pilot/Testing/UAT Phase and then the Prod Plant
* Global Audiovisual (AV) Conference Room Upgrade Project:
  + Managed the upgrades of Conference Rooms (in NA, APAC, LATAM, UK, EMEA) within AXAXL
  + Interfaced with external AV Vendors, Network Engineering, Facilities to review functional designs and manage AV remedial works, break/fix room installations, builds & upgrades

Regeneron Pharmaceuticals, Inc. (Biotechnology)

Senior Program Manager/Outsourcing Transition Project Manager (Consultant) OCT 2016 – MAY 2018

Accountable for document & quality management for projects, delivery of IT projects in terms of budget, schedule, and scope within the IT infrastructure team

* IT Managed Services Provider Transition Program (Run): Managed an IT Managed Services Provider Transition Program (Run) working closely with the Unisys MSP Vendor. Executed the transition from build to run of 22 separate IT Service areas such as Network LAN/WAN, Service Management / Service Now (MIM, PM & CM), AWS Cloud, DR & Backup, QMS/GxP Validation & Compliance Software, Security (FW/LB), SharePoint
* Unified Communications / Lync / Skype for Business Program: Managed a Global Unified Communications, Lync/Skype for Business Program. Implemented the deployment of a highly available Skype for Business infrastructure (with AT&T SIP Trunking for improved phone call & Voice traffic consolidation) to support a global rollout of Skype for Business (for an 8000-strong community of PC and Mac users) and Unified Messaging in Outlook. Led the implementation of Polycom RealPresence Clariti with the Skype for Business integration, the upgrade of old legacy Lync users to Skype for Business and a network assessment for voice & video data with the installation of 12 probes to limit the Quality of Service (QOS) related issues.

**A+E Networks (Broadcasting company)**

Senior Program Manager (Consultant) MAY 2015 – SEPT 2016

Setup the best practices for document & quality management, KPIs for the establishment of the A&E’s Technology Portfolios, Managed RFP for the PMO Tool

* Global Workfront SaaS Implementation Program: Responsible for the implementation of the Global Workfront SaaS for the A&E PMO including the creation of the project roadmap/blueprint with integration plans for key technologies/systems. Managed Testing Phase and UAT Planning along with defect tracking.
* Global Viceland Channel Launch Program: Commandeered the launch and roll-out of the new channel platform from the definition of the workflows of the data from Vice Media to A&E. Planned the program schedule and documented what the rights and the TV ratings should be for the programs. Interfaced with the SVPs and VPs of the Broadcast Engineering, Finance, Legal Rights, Legal S&P, Production Services.
* Global Citrix Upgrade: Managed a Citrix migration of a cross section of A&E’s corporate suite of applications (supporting 1700 Users) from the legacy Citrix 4.x environment to new Citrix 7.6 environment.

**Sirius XM (E-commerce, Media)**

Senior Technical Program Manager (Consultant) AUG 2010 – MAY 2015

Managed portfolio of projects (over 20) for the e-Commerce based digital Media platform and for Mobile devices involving multiple distribution channels (100 +) such as streaming media, cable/broadband, cellular/PCS, digital satellite provider, and magazine publishing programs. Crafted requirement traceability matrices to map business requirements to technical specifications. Ensured best practices were followed for all documents, quality & communication management.

* Web Mobile/e-Commerce Portfolio: Interfaced with US and Canadian business partners, Business Solutions Management teams, Content management Systems (CMS) team, offshore resources in Russia and various external vendors such as Quickplay Media to manage the portfolio of projects, ran team calls and Agile sprints.
* Subscriber Management Portal Portfolio: Steered the transition of the Sirius XM Canada Subscriber Management portal environment to the Sirius XM US Subscriber management portal. Directing over 20 Subscriber Management Portal Pricing Change projects for the Sirius XM Canada Business whilst interfacing with business solution management, design, developers, testers, and deployment resources (15).
* Supply Chain Portfolio: Governed over 10 supply chain programs (new device activation and device upgrades) to get Sirius XM Radio devices enabled on over 10 Original Equipment Manufacturers (OEM) such as BMW and Ford on both Factory Used and Certified Pre-Owned vehicles. Managed portion of the Enterprise resource planning (ERP) Business Suite for Sirius (Tool like SAP Simple Logistics...) - Supply Chain, Procurement, Inventory Management, and Manufacturing

**Cablevision/Madison Square Guardian (Entertainment, Media)**

Program Manager/Senior Technical Project Manager (Consultant) 2008 to 2010

Interacted with over 10 different internal MSG and Cablevision IT support teams and over 15 business clients to ensure projects were delivered within approved timelines, budget, and quality requirements.

* Madison Square Garden Spin-off Transition Program: Planned the implementation of 44 transition-related IT subprojects needed for the functional separation of shared IT services between MSG and Cablevision, engaging in vendor/supplier negotiations that increased enterprise discounts.
* PeopleSoft Program: Created a PeopleSoft Request for Proposal (RFP) for a PeopleSoft HRMS application and PeopleTools (v8.44.08) Upgrade from v8.8 to v9.0 which included Vendor rating process, interviews, and selection. Implemented multiple (over 20) full SDLC projects as part of the PMO at Cablevision with varied project methodologies/models (such as Waterfall, Agile…) including in-house Human Resources PeopleSoft based application builds and deployments (PS modules used Human Capital Management, Base Benefits, Benefits Administration, eDevelopment Self-Service).
* Event Scheduling Application Project: Planned the development and implementation of an event scheduling application to schedule events at the different MSG venues, such as MSG, Radio City and Beacon Theater.

**Verizon Business (Telecommunications)** | **Senior Technical Project Manager** 2006 to 2008

* Spearheaded the implementation of e-Commence projects for customer facing websites (Scholastics...).
* Facilitated various load balancing projects with Mercury LoadRunner to ensure that Customer sites were correctly optimized. Managed multi-state (Denver (CO), Boston (MA), Cedar Rapids (OH)) data center migration/consolidation projects (with 10 – 100 servers) of multi-tiered environments consisting of Web/App, Messaging (MQ Series) and Database (Oracle 10G, Sybase, DB2) layers.

**JP Morgan Chase (Investment Banking)** | **Senior Program Manager** 2001 to 2006

* Managed the Global Technology refresh of the Sybase and 2k Solaris Unix servers and trader workstations.
* Led Data Center Relocation Program for Investment Banking and gathered the Investment Banking inter-dependencies, Server, and Data Center requirements to ensure that business requirements were an integral part of the new data center topology and taken into consideration for the move plans.
* Managed and coached 5 Junior Project Managers through the execution of various subprojects.

**Group Actif SA (IT Consulting**) | **Managing Director**            2000 to 2001

**EDUCATION**

**Master of Business Administration (EMBA)**, ***General Management*** | Dowling College

**Master of Science (MS)**, ***Computer Science*** | NYU Tandon School of Engineering

**Bachelor of Science (BS) - Dual Degree**, ***Computer Science, Mathematics with Minor in Biology*** | Hofstra University

**Baccalaureate Degree**, ***Economics*** | Academy of Bordeaux (Bordeaux, France)

**CERTIFICATIONS| CERTIFICATES**

Certified Information Security Manager (CISM)

Certified Amazon Web Services (AWS) Cloud Practitioner (AWS CCP)

Certified Project Management Professional (PMP); Certified SAFe 5 Agilist (SA)

Certified ScrumMaster (CSM); Scrum Product Owner (CSPO); Certified Professional Scrum Master I (PSM I)

Certified ITIL V3 Foundation in IT Service Management (ITIL); Certified Six Sigma Black Belt (CSSBB)

Certificate, Construction Project Management, PACE University (PACE)

Certificate, Agile Project Management, NYU School of Professional Studies (NYU)

Certificate, Women’s Leadership Program, Yale School of Management Executive Education (Yale)

Certificate, Improving Communication Skills, Wharton School of the University of Pennsylvania (Wharton)

**Certificate, Leadership in an Exponentially Changing World,** Massachusetts Institute of Technology (**MIT**)