**FIRST LAST**

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Github link: Linkedin profile:

**PROFESSIONAL EXPERIENCE**

**COMPANY NAME San Francisco, CA and New York, NY**

**Technical Program Manager 2014-Present**

* Led multi-disciplinary 7 person team to design, develop, and launch online e-commerce store; prioritized and resolved 45+ new features and bug fixes
* Promoted within 12 months due to strong performance and organizational impact (one year ahead of schedule)
* Developed strategic insights across 5 product teams, including revenue, marketing and operations departments

***Selected Project Experience***

* Operations Improvement Project
* Drove redevelopment of internal tracking system in use by 125 employees, resulting in 20+ new features, reduction of 20% in save/load time and 15% operation time
* Refined outsourcing strategy, resulting in increased offshore headcount from 12 to 95 employees
* Reduced development costs by 25 percent by creating a plan to merge related products into one, more streamlined product.
* Managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments, and cut down reporting time by 75%
* Launch of New iPhone App
* Led application design sessions with client teams on 20+ projects to develop technical requirements

**EDUCATION**

**UNIVERSITY/COLLEGE NAME San Francisco, CA**

*NAME OF DEGREE/COURSE* **2011-2012**

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*NAME OF DEGREE/COURSE* **2011-2012**

**PROFESSIONAL COURSES**

**INSTITUTE NAME San Francisco, CA**

***COURSE NAME* 2011-2012**

**TECHNICAL SKILLS**

* PYTHON
* SQL

**SOFT SKILLS**

* COMMUNICATION
* CRITICAL THINKING

**PROJECTS**

**PROJECT NAME -** TECHNOLOGY

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