

## PROFESSIONAL SUMMARY

Senior Technical Program Manager with 10 years of progressive experience across software engineering, digital delivery, key account management, and enterprise program leadership. Combining an engineering foundation with strong delivery discipline and client-facing expertise, I excel at driving cross-functional initiatives, optimizing processes, and executing strategic programs at scale. Proven ability to partner with global stakeholders, lead teams through ambiguity, and deliver measurable business outcomes.

## PROFESSIONAL EXPERIENCE

### Lead Technical Program Manager – Mastercard

Jan 2024 – Present

- Served as the SVP's strategic execution partner, driving organizational alignment, governance cadences, and cross-functional decision support.
- Leading cross-functional programs and delivering large-scale fintech initiatives with strong governance, clarity, and execution.
- Managing dependencies across engineering, design, product, and operations teams.
- Driving operational excellence through standardized reporting, cadence management, and KPI-based tracking.
- Simplifying customer onboarding journeys and launching digital platforms with measurable business outcomes.

### Key Account Manager – E2M Solutions

Jan 2022 – Dec 2023

- Managed diverse global client portfolios, ensuring high delivery quality, satisfaction, and long-term retention.
- Coordinated with engineering, design, and QA teams to ensure flawless execution of digital projects.
- Improved client engagement through proactive communication and data-driven insights.
- Drove revenue growth through targeted upselling and cross-selling opportunities.

### Key Account Manager – Investis Digital

Apr 2019 – Dec 2021

- Managed digital IR and corporate sites for Pearson Publications, EasyJet airlines, ASOS, and other NYSE/LSE clients.
- Ran end-to-end content, CMS, disclosures, embargoed press-release publication with investor alerts and compliance updates for investor-facing platforms.
- Built Google Analytics + Looker Studio dashboards to improve engagement and reporting.
- Partnered closely with IR, Finance, and sales teams to guide digital strategy and performance.

### Team Lead (Delivery) – Investis Digital

Jan 2018 – Dec 2018

- Led a delivery team executing complex digital programs with improved timelines and quality.
- Coordinated sprint planning, resource allocation, and cross-team workflows.
- Ensured consistent delivery by improving processes and resolving operational blockers.

### Frontend Developer – Investis Corporate Communications

Jul 2015 – Dec 2017

- Built and enhanced corporate websites for global brands such as Rolls-Royce, OSRAM, The Estée Lauder Companies, HomeDepot, Snapchat IPO, etc.
- Developed responsive, high-quality interfaces improving performance and user experience.
- Collaborated with designers and backend teams to deliver pixel-perfect implementations.

## SKILLS

### Program & Project Management

- Program Planning & Roadmap Execution
- Agile / Scrum / Kanban
- Sprint Planning & Release Management
- Risk, Dependency & Issue Management
- Requirements Analysis & Prioritization
- Operational Excellence & Process Optimization
- Stakeholder & Vendor Management

### Technical & Product

- Web Technologies (HTML, CSS, JavaScript, JQuery fundamentals) and API Integrations
- Customer Onboarding Workflows
- Data-driven Decision Making (KPIs, dashboards)
- Digital Platform Delivery

### Delivery & Digital Execution

- End-to-end Digital Project Delivery
- Website Builds for Global Brands (Rolls-Royce, OSRAM, Estée Lauder, etc.)
- UAT/FUT coordination & release readiness
- Cross-team workflow optimization
- Performance tracking & continuous improvement

### Business & Strategy

- Budgeting & Financial Tracking
- KPI definition, tracking & reporting
- Operational Cadences
- Release orchestration

### Leadership & Collaboration

- Team Leadership & Coaching
- Leading Global Engineering Teams
- Conflict & Escalation Management
- Cross-functional Facilitation
- Executive Communication
- Leading Workshops & Quarterly Program Meetings (Townhalls, Rhythm Of Business, Operational & Steering Committee)

### Client & Account Management

- Key Account Ownership (Pearson, EasyJet, ASOS, etc.)
- Client Portfolio Management
- Relationship Building & Retention
- Requirement Clarification & Delivery Coordination
- High-stakes Stakeholder Handling

### Tools & Platforms

- JIRA, Trello, Monday, Basecamp, Microsoft Project (MPP), Confluence
- Sitecore, Drupal, Shopify, Wordpress CMS
- Google Analytics, Looker Studio
- Microsoft Excel & PowerPoint (Advanced), PowerBI, PowerAutomate

### Languages

- English (Fluent in speaking, reading & writing)
- German (Beginner. A1/A2 – learning)

## EDUCATION

Bachelor of Engineering – Computer Science & Engineering 2015

## CERTIFICATIONS

- **ITIL Foundation Level** – AXELOS Global Best Practice
- **Certified Scrum Master** – Scrum Alliance Inc.

## ADDITIONAL HIGHLIGHTS

- Youngest Team Leader at Investis/ Fastest promotion.
- Managed high-visibility NYSE/LSE client portfolios.
- Strong record of upsell, cross-sell, and account growth & retention.
- Trusted for fast delivery and stakeholder alignment.
- Mentored new joiners and improved team processes.