

## PROFESSIONAL SUMMARY

Lead Technical Program Manager and former Key Account Manager with 10 years of experience driving strategic initiatives, partner engagement, and enterprise digital platform delivery across fintech and global enterprise clients. Proven track record of managing high-value client portfolios, enabling customer onboarding, supporting revenue growth through upsell and cross-sell initiatives, and aligning cross-functional teams to deliver scalable solutions. Experienced in collaborating with product, engineering, and business stakeholders to accelerate adoption, improve customer experience, and support strategic growth objectives.

## PROFESSIONAL EXPERIENCE

### Lead Technical Program Manager – Mastercard

Jan 2024 – Present

- Led digital transformation initiatives improving onboarding workflows and operational scalability, supporting customer onboarding, adoption, automated KYC and revenue enablement. Managed portfolio of strategic fintech initiatives aligned with organizational roadmap.
- Acted as strategic execution partner to SVP, driving alignment across global teams and enabling executive decision-making for strategic initiatives.
- Partnered with cross-functional teams and stakeholders across engineering, product, operations, and business functions to deliver enterprise-scale initiatives.
- Enabled operational transparency and strategic planning through KPI tracking, reporting frameworks, and executive dashboards.

### Key Account Manager – E2M Solutions

Jan 2022 – Dec 2023

- Managed 40+ global client portfolios, building long-term strategic relationships and ensuring high client retention, managing contracts, budgeting and renewals.
- Identified and drove revenue growth through upsell and cross-sell opportunities aligned with client needs.
- Partnered with engineering and product teams to deliver scalable digital solutions for enterprise clients.
- Acted as primary client stakeholder interface, influencing decision-making and driving solution adoption.
- Supported business growth by aligning delivery capabilities with client objectives.

### Key Account Manager – Investis Digital

Apr 2019 – Dec 2021

- Managed enterprise client relationships for 30+ premium clients including Pearson, EasyJet, and ASOS, ensuring successful delivery and ongoing engagement.
- Acted as strategic advisor to clients on digital platform performance and optimization.
- Collaborated with sales, product, and delivery teams to align client needs with business capabilities.
- Enabled client growth and retention through proactive engagement and performance insights.

### 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

### Partnership & Business Growth

- Partner relationship management
- Client engagement and retention
- Strategic stakeholder alignment
- Cross-functional collaboration
- Enterprise customer onboarding
- Revenue enablement support
- Solution delivery for enterprise clients

### 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)

### 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

### 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
- Figma Designing

### Client & Account Management

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

### Strategic Partnerships & Ecosystem Collaboration

- Partner enablement and onboarding
- Cross-functional strategic alignment
- Enterprise client engagement
- Stakeholder influence and executive communication
- Go-to-market support and solution delivery

### Tools & Platforms

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

### 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.