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## PRODUCT MANAGER | BUSINESS DEVELOPMENT & STRATEGIC PLANNING

Dynamic leader with experience providing strategic expertise for application solutions, with experience driving core business strategies in corporate environments. Recognized for improving operational efficiencies, and aligning business objectives by implementing strategic plans, organizational structure, and process streamlining.

Thrives in high-volume environments and can navigate evolving business needs, improve client experiences, and drive profitability. Easily understands technical concepts and implications, manage trade-offs and evaluate new opportunities with stakeholders.

Strategic Planning & Analysis | Digital Transformation Business Development Strategy  
Risk Mitigation | P&L Ownership | Project Management  
Staff & Leadership Growth | Account Management | Interdepartmental Communication  
Stakeholder Management | C-Level Collaboration | Cross-Functional Team Leadership

## TECHNICAL SKILLS

HTML | CSS | JavaScript | Node | NoSQL/ SQL | Mongoose | Mongo | Confluence/ Jira | PowerApps | API

## KEY ACCOMPLISHMENTS

- Reduced payroll expenses by \$2.5M in three years by identifying and tracking anomalies in the system and implementing an auditing system, ensuring employees were compensated appropriately.
- Built WorkForce Management integration through the cultivation of vendor product relationships, led a comprehensive training program to ensure success for in-market implementation for 1,100 stores.
- Implemented project management organization at Facebook, leading compliance on DevSecOps to communicate key metrics and project data in the global security department to executive leadership.
- Implemented Technical standards within Software Applications Team at Facebook, driving KPI's and roadmap forecast planning through cross functional leadership communication and buy-in.

## EXPERIENCE

**Facebook via OrangePeople** | Technical Program Manager, Chief of Staff, Global Security – Applications team

2019 - Present | Fremont, CA

Oversees strategic business initiatives from development through successful execution under the guidance of executive leadership. Builds comprehensive forecast models and dynamic automation tracking tools that drive analytics, providing recommendations and key findings to executive leadership. Oversees Technical Project Managers, direct reports. Manages multi-million-dollar P&L for purchase order research and development. Communicates new strategies, technical and operational risks, to the team and leadership.

- Built PMO from the ground floor, scaling the team from 5 to 20 in eight months. Led compliance on DevSecOps, implemented key metrics, and presented key findings on all projects to executive leadership.
- Manages and configure content in Knowledge platform with UI design.
- Manages project expenditures -- accruals and actuals -- relaying risk and strategy for year-over-year R&D project opportunities. Reviews all projects, relaying risk of scope creep of current projects from an executive standpoint for cross-functional teams, defining deployment strategies.
- Leads new product insights and product roadmap strategy for global security, utilizing trends and SMEs to align with business objectives and analyzing performance over the next 10 years.
- Conducts weighted risk analysis for vendors, proposing data driven solutions, familiar with InfoSec requirements to review vendors before onboarding new applications into the environment to ensure business continuity.

**Sephora** | IT Engineering Manager, Innovation*2016 - 2019 | San Francisco, CA*

Provided strategic consulting for digital transformation of business plans and IT solutions for technical support agents. Served as Subject Matter Expert and leveraged operational experience to manage the complete project lifecycle, including IT knowledge across identification of issues, troubleshooting, process improvements, implementation, and ongoing product user guides and training for teams.

- Designed and implemented process documentation to educate technical support agents, resulting in significant team engagement, revenue increases, and expense reduction.
- Optimized operations and ensured business goals were met or exceeded through continuous evaluation of technical products and systems updates.
- Monitored software issues while working cross-functionally with InfoSec / Client Engineering to resolve issues by 45 percent by quickly getting information back to agents, reporting issues to signature pin pad, and communicating trends to executive leadership.

**Bare Escentuals** | Product Manager*2015 - 2016 | San Francisco, CA*

Directed point of sale logistics for Retail Operations, focused on utilizing business systems and creating technical solutions to provide optimized returns. Deployed product and documentation standards through cross-functional collaboration. Analyzed the integration of new re-use and single-source utilization of current and potential content.

- Led end-to-end testing of the point-of-sale system, optimizing test case plans and use cases. Optimized interface text, online support, help guides, and tutorials that promoted user application and UX functionality.
- Drafted RFI, RFP, and Detail Business Requirements to obtain industry expertise in the implementation of a \$9M roadmap, timeline, and corporate tools for the detection and evaluation of operational risk issues, projecting success for more than 200 brick-and-mortar stores.

**The Men's Wearhouse** | Senior Product Manager / Senior Program Manager*2008 - 2015 | Fremont, CA & Houston, TX*

Worked cross-functionally to manage vendor product relationships and improve customer experience — including engineering, design, commission structures, e-commerce, inventory, sales, customer success, and legal — to launch and scale company products. Worked with developers to identify and minimize the accumulation of technical debt through testing.

- Collaborated with the product owner, team lead, and developers on scope related to the planning, testing, and coordination of release activities and personnel. Acted as liaison between technical and non-technical teams to effectively communicate project details and results.
- Analyzed store and employee rates of fulfillment to determine the progress of buy online pick up in-store (BOPIS) and client notification success during initial product deployment. Compiled reports to communicate trends and results to the executive level.

## Senior Program Manager — Store Operations Analyst

*2002 - 2008 | Fremont, CA*

Administered compliance protocols to ensure strict adherence to company and regulatory guidelines. Developed new operational processes as needed, based on field feedback. Established comprehensive security measures and data management practices as an analyst supporting HRIS efforts to ensure proper employee compensation, in compliance with Sarbanes-Oxley Act (SOX) regulations. Reduced payroll expenses by \$2.5M in three years by auditing employee commission and bonus payments.

- Built WorkForce Management integration through the cultivation of vendor product relationships. Developed virtual training and education material for HRIS, POS and eCommerce systems delivered to 900+ stores, resulting in millions of dollars of cost savings for the company.

**TECHNICAL CERTIFICATIONS**

Agile Scrum Master | Lean Six Sigma Application in Information Technology |ITILv3|

PMP |Lean Management ITSM

Full Stack Development – UC Berkeley 2020