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Summary

Dynamic and results-driven Product Owner with over 15 years of experience delivering customer-centric solutions and driving innovation in the digital space. Expertise in Agile methodologies, data-driven decision-making, and emerging technologies such as AI and cloud platforms. Proven ability to collaborate across global teams and deliver scalable, user-focused products that align with business objectives.

Key Skills

- Agile Methodologies (Scrum, SAFe, Kanban)
- Product Backlog Management & Prioritization
- Digital Payments, APIs, and Cloud Technologies
- Data-Driven Decision Making
- Customer-Centric UX/UI Design
- DevOps & CI/CD Pipelines
- XML/JSON APIs
- Design Thinking & Lean Methodologies
- Vendor Management & Collaboration

Certifications

- Certified SAFe 4 Scrum Master
- Professional Scrum Master™ I (PSM I)
- SAFe Product Owner/Product Manager (POPM)
- Oracle Learning Explorer: Application Express

Professional Experience

AT&T
Senior Project Program Manager for Digital Transformation and AI
Dallas, Texas | November 2023 – September 2024

- Leveraged AI to automate customer data validation during the order process, enhancing accuracy and reducing manual efforts.
- Designed AI-driven solutions to streamline Service Assurance processes via Microsoft Teams, enabling real-time updates and escalations.
- Spearheaded automation of order and billing support requests, optimizing workflows and improving Net Promoter Scores (NPS).

Slalom
Product Owner
Dallas, Texas | November 2021 – September 2023

- Led award-winning projects in generative AI and cloud technologies, including AWS Kendra and Azure Cognitive Search.
- Directed agile product ownership within telecommunications and automotive sectors, delivering innovative solutions like real-time payments and fraud prevention.
- Successfully developed a generative AI suite for homebuilders, integrating advanced tools such as CosmosDB and ChatGPT.

Dallas Independent School District
Software Developer
Dallas, Texas | June 2020 – November 2021

- Designed GPS Route Efficiency dashboards using Oracle APEX, optimizing bus routes and reducing operational costs.
- Developed a Homeless Student Location system using APEX and Google Maps, enabling targeted interventions and support.

PollCart
Product Owner
Dallas, Texas | January 2020 – June 2020

- Created a social commerce platform plug-in for Shopify, boosting sales through innovative customer polling and viral marketing strategies.

Bank of America Merrill Lynch
Senior Frontend Developer
Plano, Texas | June 2017 – January 2020

- Designed and implemented a natural language processing prototype and OCR solutions for large contract management.
- Developed a modular framework for the B2B CashPro platform, enabling scalable app development with minimal UX dependency.

Capital One
Senior Frontend Developer
Plano, Texas | September 2014 – May 2016

- Delivered the Auto Navigator Credit Application, leveraging AngularJS and Bootstrap for a seamless user experience.
- Created interactive infographics and marketing tools using Charts.js and JavaScript, driving customer engagement.

Education

Naveen Jindal School of Management, UT Dallas
Master of Business Administration (MBA)

The University of Texas at Dallas
Bachelor of Arts in Psychology

Notable Achievements

- Bronze Award for Alumni Development and Achievement, Neiman Marcus
- 1st Place Hackathon Winner: Slalom Generative AI Hackathon 2023
- Patented PollCart Social Commerce Methodology
- "Best Internal Use Case" and "Most Purpose-Led" Project Awards at Slalom

Technical Proficiencies

- Programming Languages: JavaScript, Python, HTML5, CSS3
- Frameworks: React, Angular, Bootstrap
- Tools: Oracle APEX, Git, JIRA, UserTesting.com, Charts.js
- Platforms: AWS, Azure, Google Cloud
- APIs: RESTful APIs, XML/JSON

Interests

- Stand-up Comedy & Indie Music Production
- Bass Guitarist, Dallas Observer Music Award Nominee
- Innovation and Emerging Technology Advocacy