Rich Williams, MBA

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Summary

Dynamic and results-driven product owner and software developer with over 15 years of experience in digital transformation and project management. Proven track record of implementing Agile methodologies across diverse industries, driving organizational growth, and fostering a culture of innovation and collaboration. Certified SAFe Product Owner and Scrum Master with hands-on expertise in AI, ML, and CI/CD processes.

Skills

- **Agile Methodologies:** SAFe, Scrum, Kanban, Scrumban, Scrum.org, Atlassian
- **Coaching & Training:** Agile principles, TDD, BDD, Jira, LeanKit
- **Leadership & Collaboration:** Team mentoring, cross-functional alignment
- **Technical Proficiency:** CI/CD, DevOps, AI/ML, Frontend Development (HTML, CSS, JavaScript, React, Angular), Backend Development (Python), Oracle APEX
- **Tools:** Jira, ADO, Planview, Power BI, MS Office Suite

Experience

Senior Project Program Manager, Digital Transformation & Artificial Intelligence
AT&T | Dallas, TX | Nov 2023 – Present

- Spearheaded digital transformation initiatives, focusing on AI and ML to enhance customer experiences.
- Collaborated with cross-functional teams to ensure technology solutions aligned with strategic goals.
- Conducted strategic planning and development for cloud, AI/ML, and automation technologies.
- Provided hands-on support and coaching to teams, promoting Agile best practices.
- Analyzed and mitigated risks, ensuring compliance with data privacy regulations.

Product Owner | Slalom | Dallas, TX | Nov 2021 – Sep 2023

- Led agile product ownership in telecommunications, airline, and automotive sectors.
- Guided high-performing teams using Agile methodologies and user experience development.
- Directed award-winning GenAI projects, driving innovation and business outcomes.
- Conducted training sessions and provided hands-on coaching to improve Agile maturity.
- Recognized for excellence in Agile practices and strategic project delivery.

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Software Developer | Dallas Independent School District | Dallas, TX | Jun 2020 – Nov 2021

- Supported various departments to enhance operational efficiency and service delivery.
- Developed and maintained software applications using Oracle APEX and Google Maps Plus Codes.
- Conducted training sessions and provided coaching on Agile methodologies and tools.
- Improved district operations through data analysis and process optimization.

Senior Frontend Developer | Bank of America Merrill Lynch | Plano, TX | Jun 2017 – Jan 2020

- Developed and delivered innovative software solutions using AngularJS and React.
- Led a team in building a natural language processing prototype and OCR software.
- Participated in the "BOA 12-month Agile Role Development Program" and "JIRA for teams" course.

Senior Frontend Developer | Precocity, LLC | Plano, TX | Jul 2016 – Feb 2017

- Designed and developed executive dashboard apps and sitewide rebranding projects.
- Managed product backlog and ensured stakeholder engagement and satisfaction.
- Utilized tools such as Bootstrap, AngularJS, and HighChartsJS for frontend development.

Education

- **Master of Business Administration (MBA), Business Administration** | Naveen Jindal School of Management, UT Dallas
- **Bachelor of Arts, Psychology** | The University of Texas at Dallas

Certifications

- SAFe 4 Product Owner/Product Manager | Scaled Agile, Inc. | Feb 2019
- SAFe 4 Agilist | Scaled Agile, Inc. | Sep 2018
- Professional Scrum Master (PSM I) | Scrum.org | May 2018
- APEX: Oracle Learning Explorer - Application Express | Oracle | Apr 2021
- GSA Tier 2 Security Clearance | Aug 2024

Excellent references available on request.