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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