

LUCA RAPONI

Technical Program Manager, PMP

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Passionate Technical Program Manager with over 5 years of experience leading highly performant software development programs

EXPERIENCE

Basis Technologies (Formerly Centro Inc.)

US Remote

Manager, Technical Program Management

September 2021 – December 2023

- Led a high performing team of 6 associate to senior level technical project managers and scrum masters. Acted as a mentor to support my team in creating performant software development cross-functional teams, while coaching them to become self-organizing and self-motivating.
- Worked closely with C-Suite and Technology Leadership to improve program processes (including SDLC's and product intake and development processes), identify, and provide proactive responses to risk, and supply detailed project information to monitor and support program goals.
- Supported day-to-day operations and growth of a software engineering program of 157 contributors.
- Collaborated with high-value users and customer facing teams to ensure our customers voice is heard and integrated into technology offerings. Collaborated daily with Product Managers and User Researchers, providing mentorship and end-to-end support of the product life cycle (including user interviews during ideation and beta testing).
- Started internal program and established processes for US federal research and development tax credit, claiming \$1.67 million in tax credits.
- Implemented SPACE framework for developer productivity. Drafted and obtained approval from program and executive leadership on technical KPIs. Created automated Power BI dashboards displaying real-time technology KPIs.
- Worked closely with a variety of functional groups including: Software Engineering, Big Data Engineering, Data Science, Production Operations, Automated & Manual Quality Assurance, UI Design, UX Research, Product Management, Customer Success, Product Marketing, Legal, and Accounting & Finance.

Centro Inc.

US Remote

Technical Project Manager & Scrum Master

September 2019 – August 2021

- Collaborated daily with all engineering teams under our Demand-Side Platform (DSP) program to deliver complex and innovative software using agile methodologies.
- Managed large cross-functional projects and programs such as Disaster Recovery initiatives and Machine Learning Optimization.
- Acted as a strong team player to support the creation of high performing cross-functional scrum teams engaging frequently with our Data Science and Big Data groups to secure functional expertise.
- Streamlined Scrum practices and facilitated Scrum ceremonies for 5 agile software development teams resulting in a 27% increase in the predictability of timely project delivery.
- Managed Atlassian Suite (Bitbucket, JIRA and Confluence) administration, supporting process engineering, establishing new workflows, troubleshooting, automation setup and add-on procurement.

SKILLS AND CERTIFICATIONS

- **PMI:** Project Management Professional (PMP #2816148)
- **Canadian Securities Course (CSC)**
- **Project Management Tools:** Atlassian Suite (JIRA, Bitbucket, Confluence), Asana, Aha!, Microsoft Project
- **Programming Languages:** Python and SQL
- **Data Visualization Tools:** Power BI, Metabase and Tableau
- **Microsoft Office:** Advanced in Excel, SharePoint, Power Automate and associated tools
- **Other Tools:** ChatGPT, Lucidchart, Smartsheet, Workday

EDUCATION

UNIVERSITY OF TORONTO Toronto, ON

Honors Bachelor of Science: Major in Biochemistry & Human Biology June 2018

- *Chapter President*, Phi Kappa Sigma International Fraternity
- *Senior Analyst*, University of Toronto Engineering Finance Association
- *Volunteer Notetaker*, UofT Accessibility Services

INTERESTS/ACTIVITIES

- Pinball; Cooking & Gardening; Classic literature (currently reading through Dostoevsky's entire written works)