JESUS GONZALEZ http://www.linkedin.com/in/jesusgonzalez10 | https://github.com/rsm-jeg031
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PROJECTS | SKILLS

Projects: Developed a Sentiment Analysis App , A/B Testing, Candorful Coach, Veterati Mentor
Technical Skills: Machine Learning (Linear & Logistic regressions, Neural Networks), Statistical & Quantitative Methods, ETL, Modeling (Training, Testing & Hyperparameter Tuning), NLP, LLMs, REST APIs, Adobe Analytics, Domo, Excel, Docker, Django, Heroku, Figma, CRUD Apps, Data Structures, Open Source Libraries, SharePoint
Soft Skills: Program Management, Capacity & Strategic Planning, Resource Management, Vendor Management (customer validation), Conflict Resolution, Technical Writing (Executive Communication & compliance), Process Improvement, Negotiation, Sales, Public Speaking, Leadership, Conceptual Thinking, Risk Management
Programming Languages: Python, JavaScript, TypeScript, HTML, CSS, R, SQL, JQL.

PROFESSIONAL EXPERIENCE

Technical Program Manager, PlayStation, San Diego, CA   08/2022 - Present
- Managed a 25-member team's developer workflow spanning 14 organizations by leveraging strategic planning skills, agile tools & ceremonies, stakeholder relationships, and data fluency to facilitate telemetry-based digital data collection powering enterprise Key Performance Indicator (KPI) reports.
- Drove analytics implementation of 35+ features by facilitating collaboration among cross-functional teams spanning product, client/quality engineering, UX designers, data, and leadership groups to control capacity & risk, triage requirements for ROI, resource allocation, mobilizing product delivery.
- Created a Health of Data Pipelines' dashboard by coding an ETL script in Python (using Pandas) to manipulate external marketing campaign data, allowing data to funnel into visualization tools for monitoring.
- Streamlined agile program management updates by cultivating relationship capital and employing JQL automation rules, reclaiming 10 hours of data entry per week for 25 engineers and ensuring real-time feature development transparency
- Refactored classes within code base library for a data engineering team, consolidating CRUD methods to enhance efficiency of a business intelligence tool (Domo) used across enterprise teams
- Developed a sentiment analysis app by scraping gaming review data and employing NLP & ML models, using Django for data collation, enhancing Product's awareness, and positioning Data Science teams for new projects

Senior Program Manager, US Air Force, Ramstein, Germany   09/2020 - 07/2022
- Recognized by USAF's European division SVP for leading cross-functional teams across 8 locations and providing analytical oversight for welfare and readiness of 34,000+ personnel in 104 nations (EMEA).
- Managed 9 programs with a 16-member team, aligning 9,000+ personnel and policies with organizational goals, working with the VP on strategic plans, enabling base to host evacuation of Afghanistan in 2021.
- Partnered with VP to revamp recognition program, incorporating corrective actions and communication feedback loops to document compliance with talent management regulations for 11,000+ employees
- Provided oversight as Chief of Staff for 8 business units, reporting on performance, leveraging influence without authority for issue resolution among competing priorities, and advising via compelling business cases with persuasive presentations, ensuring ongoing delivery of mission-critical programs & strategic objectives
- Supervised a 12-member team on power generation and tactical communication projects, collaborated with area leads to design a maintenance program, ensuring readiness for 52 annual DoD and NATO operations.

Program Manager, US Air Force, Various Locations   01/2015 - 09/2020
- Received highest evaluation rating by driving operational excellence in managing a multi-million-dollar infrastructure and fleet, excelling in stakeholder management, monitoring programs, supervising support teams responding to customer-reported issues, and enabling multiple cyber missions.
- Managed 68 logistics projects worth $134 million by utilizing agile/iterative methods to ensure quality adherence and alignment with long-term program plans despite changing customer requirements, resulting in nearly 100% mission success across EMEA.
- Rewarded for identifying $925,000 in savings by analyzing plans and building partnerships with external SMEs to upgrade equipment contracts, resulting in an enterprise-wide consolidation of staffing needs for cyber missions.
- Coordinated deployment of secure mobile networks by organizing project schedules and communicating systems development trade-offs to ensure alignment with contract scope and budget constraints.
- Conducted detailed financial research prior to material handling equipment contract renewals to identify cost-saving opportunities in maintenance, reducing monthly expenses by $9,000.

EDUCATION

Master of Science in Business Analytics – University of California, San Diego	12/2024
Master of Business Administration – American Military University	06/2022
Bachelor of Business Administration – American Military University	02/2020
Associate of Applied Science – Community College of the Air Force	10/2018
Project Management Professional – Project Management Institute	04/2022
Professional Scrum Master I – Scrum.org	05/2022