Image result for cissp logoImage result for pmp logoA picture containing gear, metalware

Description automatically generated

SUNNY JAHANGIR   
 [SunnyJ@xdatascience.com](mailto:SunnyJ@xdatascience.com) Cell Ph. (425) 753-8779 [LinkedIn](https://www.linkedin.com/in/sunnyjahangir/)

Highly accomplished and results-driven professional with a diverse background in Artificial Intelligence, Software Development, Cyber Security, and Data Science. Proven track record as a Program-Product Manager for top-tier organizations, including Amazon, Microsoft, Intuit, T-Mobile, and the US Government. Recognized for driving success through hands-on leadership, effective team collaboration, and problem-solving skills. Certifications in CISSP, AWS-CCP, PMP, CSM, and Six Sigma

AREAS OF EXPERTISE

Cloud Computing/Architecture

Data Science/ Analytics

Software as a Service (SaaS)

Generative AI, LLM

AI/ML Solutions Delivery

Data Warehouse Management

Artificial Intelligence

Cyber Security

DevOps Implementation

PROFESSIONAL EXPERIENCE

AI Advisor, US Federal Government, Washington D.C. March 23-Present

As a Federal Employee, leads enterprise-wide AI solutions focusing on responsible AI practices and governance—Architects mission-critical initiatives for Secure, Trustworthy AI deployment while ensuring compliance with federal regulations. Successfully launched the organization's first production AI chatbot and established robust data governance frameworks for AI-ready operations.

Key Responsibilities & Achievements:

Strategy & Leadership:

• Orchestrate Data and AI Strategy development and execution, aligned with organizational objectives

• Lead active AI Community of Practice, driving innovation and best practices across departments

• Define strategic roadmaps and deliverables in collaboration with senior leadership

• Implement guardrails and governance frameworks for responsible AI deployment

* Manage relationships with external vendor’s services, and evaluate and select vendors based on organizational needs

Technical Implementation:

• Design multi-cloud solutions using AWS and Azure for scalable AI/ML operations

• Drive adoption of GitHub Co-Pilot and AI-augmented development tools

• Direct implementation of enterprise data platforms including Collibra, Snowflake, and other data warehouse solutions

Data Governance & Management:

• Develop and maintain data governance, Zero Trust Architecture frameworks ensuring AI readiness

• Supervise contractor staff for complex data and AI initiatives

• Create policies for responsible AI development and deployment

• Lead proof-of-concept development for innovative AI solutions

Senior Technical Program Manager (Consultant), Capital One, Dec 23- March 24

As Program Manager, directed the implementation of AI-powered Developer Experience initiatives across the enterprise. Oversaw technical, legal, and operational aspects of Gen-AI projects while ensuring alignment with business objectives and compliance requirements. Successfully implemented GitHub Copilot enterprise-wide with comprehensive governance frameworks.

Key Responsibilities & Achievements:

Strategic Leadership:

• Lead and manage the data engineering team, providing direction, guidance, and support

* Led cross-functional teams comprising project managers, developers, and legal experts for Gen-AI initiatives

• Defined strategic roadmaps and implementation plans in consultation with senior leadership

• Established governance frameworks and risk management protocols for AI tool adoption

• Developed comprehensive communication strategies across organizational stakeholders

Technical Implementation:

• Directed enterprise-wide GitHub Copilot deployment and integration

• Implemented AI development workflows using Hugging Face and Langchain

• Managed technical integrations across Snowflake, ServiceNow, and Tableau platforms

• Oversaw data pipeline development and maintenance for AI solutions

* Manage the development and maintenance of data integration processes

Program Management:

• Coordinated project managers and development teams throughout implementation phases

• Maintained stakeholder relationships including vendors, regulators, and customers

• Ensured compliance with organizational security and governance requirements

• Monitored project KPIs and delivered regular status updates to senior leadership

Senior Technical Program Manager, Amazon, Feb 22- June 2023

As Program Manager at Amazon, led the successful launch of Kindle's first writing device (Kindle Scribe), achieving 4-star global rating. Managed virtual teams of Engineers, QA, and UX professionals for product development and launch.

Key Responsibilities & Achievements:

Program Leadership:

• Developed and executed 5-year program plan for system migration across 25+ teams, delivering $20M cost savings

• Created technical roadmaps and proof-of-concept implementations aligned with business objectives

• Led cross-functional teams through product development lifecycle to successful market launch

Technical Implementation:

• Architected and implemented a performance data warehouse, dashboard using AWS Quicksight, Glue, and S3

• Managed critical KPIs and customer usage metrics across multiple markets

• Drove data-driven decision-making for product enhancements and feature development

Stakeholder Management:

• Coordinated with Product, Engineering, and UX teams for strategic alignment

• Delivered technical and business updates based on comprehensive KPI analysis

• Established effective communication channels across global virtual teams

Senior Technical Program Manager, Citi Bank, TX Sept 20- Feb 22 (Contract)

As Technical Lead at Global Consumer Bank (GCB), directed Data Science and ML initiatives across the organization. Led development of NLP solutions and omnichannel data analytics, achieving 92% NPS score on delivered projects.

Key Achievements:

Technical Leadership:

• Designed and scoped AI/ML and data projects for the Global Consumer Bank division.

• Led the implementation of machine learning models and UI solutions using Python, AutoML, and Spark.

• Developed data science models and metrics that drove organizational insights

• Achieved on-time, within-budget completion of strategic programs

Implementation & Development:

• Strategize and develop AI-ready data mesh and data fabric

* Architected solutions using Streamlit, Jupyter, Kibana, and Flask frameworks

• Managed cross-functional teams for rapid proof-of-concept development

• Created and deployed NLP solutions processing structured/unstructured data

• Implemented automated reporting and analytics dashboards

Program Management:

• Oversaw portfolio budgets and resource allocation for AI/ML initiatives

• Coordinated release roadmaps and strategic planning across teams

• Managed stakeholder relationships and cross-functional communications

• Led task management and delivery timelines for technical teams

Solutions Architect/Project Management, DocuNav Solutions, Frisco, TX August 2019- Sept. 2020

As Solutions Architect-Program Manager directed end-to-end program execution for cloud security service launch. Managed product vision, business models, and pricing strategy, achieving 95% NPS score and 98% customer retention.

Key Achievements:

Solution Design & Implementation:

• Architected complex integrated solutions within fixed budgets and resource constraints

• Led system integration and implementation strategies based on customer requirements

• Managed pre-sales through maintenance lifecycle of solutions

• Delivered successful proof of concepts and Alpha/Beta solutions

Program Leadership:

• Directed daily sprints and cross-functional team collaboration

• Executed strategic planning for new technologies and design approaches

• Managed portfolio budgets and resource allocation

• Coordinated release roadmaps and delivery timelines

Stakeholder Management:

• Gathered and translated customer requirements into technical architecture and solutions

• Led stakeholder communications and project updates

• Established effective feedback loops for continuous improvement

• Maintained high customer satisfaction metrics through solution delivery

Program Manager- Data Science/Cyber Applications Development (GS-14) – DHS, Washington, D.C. April 2017- August 2022

As a Fed PM for the Department's Intelligence & Analysis (I&A) component, I managed teams of developers (~12 contractors), data scientists, and analysts to deliver mission-critical Top Security Data Science and Cyber solutions.

Key Achievements:

Technical Architecture:

• Developed Cyber solutions, security models, and CONOPS using AWS, MySQL, and SPARK platforms

• Implemented data visualization and analytical solutions with Hadoop and Tableau

• Created architecture diagrams and project plans for enterprise solutions

• Designed microservices applications using Node.js and cloud technologies

DevOps Implementation:

• Led organizational technology transformation through DevSecOps adoption

• Established CI/CD pipelines using JIRA, Jenkins, and GitHub

• Implemented test-driven development (TDD) and change management processes

Program Management:

• Managed Data Science initiatives focusing on NLP and AI/ML solutions

• Led vendor relationships for National Security mission enablement

• Coordinated cross-functional teams for application development

Partner – xDatascience, LLC, Dallas, TX, Sept-2013-April 2017

Project: Toyota North America, R&D, Plano, TX, Nov.16-April 17

As R&D Technical Lead at TMNA, architected cutting-edge prototypes spanning IVR systems, IoT platforms, and data visualization solutions. Established innovation lab driving strategic R&D initiatives through collaboration with industry VCs and IT strategists. Orchestrated micro-services architecture implementation while balancing emerging technology adoption with enterprise integration requirements. Partnered with National Managers and Domain Architects to deliver scalable solutions aligned with business objectives.

Project: Dex Media, Grapevine, TX Jan.15- Aug.16

As Digital Portfolio Program Manager, led marketing automation initiatives and agile teams, driving $1M+ monthly revenue increase and 34% margin improvement. Orchestrated SaaS/micro-services integration and enterprise-wide data infrastructure deployment using AWS/Azure and Hadoop ecosystems. Directed cross-functional collaboration between architects and data scientists for user story development and feature implementation. Established comprehensive program governance including security policies, vendor management, and agile ceremonies while achieving 84% customer retention.

Project: Intuit, Plano, TX Feb.13- Dec.14

As Strategic Program Manager, directed global Cloud/SaaS initiatives using Lean Startup methodologies, managing $12M+ portfolio and achieving 400% conversion improvement. Architected comprehensive cloud infrastructure on AWS (EC2, S3, VPC) while implementing an advanced analytics pipeline using Data Lakes, Hadoop, and Splunk. Led agile delivery teams through product vision execution and technical readiness, resulting in 70+ NPS score. Established multi-platform reporting infrastructure leveraging Tableau, Mixpanel, and Google Analytics for conversion optimization.

PAST EXPERIENCES

BlueCross, WA-BI Manager (2012-13)

Microsoft, WA-Sr. Program Manager (2004—08, 2009-12)

T-Mobile, Sr. Program Manager (2010-11)

EY, New York, NY- Manager (2008-09)

Keane, TX- Principal Consultant (2000-03)

McKesson, TX- Business Analyst (1997-2000

EDUCATION

Master of Science, Data Science, Texas Tech University -Lubbock, TX

Post Graduate Degree in Artificial Intelligence & Machine Learning, University of Texas, Austin, TX

Master of Business Administration (International Business), Seattle University, WA

Bachelor of Science, Business Administration, Honors, Winona State University, MN

Bachelor of Commerce, National University, National Merit List, Dhaka