MELVIN TEJADA

AI Portfolio: https://bit.ly/melvintejada
LinkedIn: www.linkedin.com/in/melvin-tejada

Email: tejada.melvin@gmail.com
Phone: 202-754-1172

Avail: Starting March 2025
Location: Chicago/relo. to DC area

Technical Program and Product leader with 15+ yrs. of experience delivering innovative, cloud security solutions in high-stakes environments. Proven track record of collaborating with cross-functional teams in DevOps, Product, and Engineering. Skilled in agile methodologies and data-driven decision-making.

Experience

Independent Consultant | Technical Product & Strategy Leader
Jan. 2024 – present

- **Technical Product Mgmt.:** Designed and implemented API integrations to automate marketing, payments, and sponsorship tracking, for multiple podcast ventures; deployed a WordPress-based platform on AWS Lightsail, with S3 for storage and CloudFront for CDN acceleration
- **Compliance for Digital Media:** Established business structures, co-host agreements, and advertising compliance for multiple podcast ventures (client references avail.), ensuring FTC, GDPR, and platform compliance
- **Go-to-Market**: Led go-to-market strategy for multiple podcast ventures, including roadmap development, market segmentation, monetization strategy, audience analytics, sponsorships, A/B testing, and content planning
- **Professional Development and Advanced Studies:** Completed a Masters in Industrial and Organizational Psychology and coursework in Artificial Intelligence/Deep Learning, and Product Management; developed models using Python and R to analyze employee performance, risk, and compliance

Amazon | Principal TPM, AWS Cyber Programs and Product Strategy
2022 to 2024 – *Managed team of 2 direct reports*

- **Global Cloud Security Leadership:** Directed a global Vulnerability Management and Security Fleet Patching program across AWS's 31 cloud regions, securing 50M+ operating system hosts against emerging threats
- **Technical Product Roadmap:** Directed the strategic roadmap and backlog development for a data-driven automated cloud security patching product, aligning with AWS's strategic goals and compliance standards
- **Cross-Functional Partnership:** Collaborated with product, engineering, and DevOps teams to implement scalable security measures, ensuring data integrity and regulatory compliance across CI/CD pipelines
- **Governance and Compliance:** Managed software automation efforts aligned with FedRAMP and compliance with security frameworks
- **Talent Development and Mentorship:** Co-founded and mentored a community of practice for technical product and program managers

McDonalds | Director of Data and Product Strategy, Global Finance
2021 to 2022 – *Managed team of 5 direct reports*

- **Strategic and Technical Product Leadership**: Chief of Staff to the Global CFO, managed executive ops., comms, and exec. product strategy
- **Cloud-Based Analytics:** Developed PowerBI dashboards using custom SQL queries and HRIS data for talent mgmt. for 3,000 global employees
- **API Integration for Cloud Reporting:** Partnered with engineering teams to design and implement APIs for use across 10 global regions
- **Global Product Development:** Designed an AWS cloud-ready platform for global markets to access pricing, marketing, and real estate strategies, along with market-specific research, impacting 7 million customers

EDUCATION

Harvard University
Master of Industrial and Organizational Psychology
Focus: Behavior & Tech. Teams
Dec. 2024 | GPA: 3.9/4.0

Northwestern University
Kellogg School of Business
Product Management Certificate

Indiana University-Bloomington
MPA, Finance

Harper College
Post-Bac, Computer Science

Indiana University-Bloomington
BSPA, Policy and Management

CERTIFICATIONS AND SKILLS

AWS Certified AI Practitioner; Prosci Change Management; Scrum Alliance Product Owner; AWS Certified Cloud Practitioner; Google Analytics.

HRIS & People Analytics: Workday (HR/Finance), ServiceNow, PowerBI, Tableau
People Analytics: regression analysis, ANOVA, predictive modeling, OKR dashboards, neural networks, machine learning
Compensation & Benefits: Market benchmarking, salary reviews
Organizational Design: Workforce planning, talent management, succession planning, employee engagement, job analysis
Leadership Development: Coaching, mentoring, performance management
Other Technical Skills: Python, R, SQL, C++; TensorFlow, Amazon AWS: Bedrock,

Capital One | Senior Manager, Chief of Staff: Cybersecurity Architecture and Engineering, Commercial Bank
2018 to 2021

Cybersecurity:
- **Business Operations:** Managed cyber business operations, including geo-expansion strategy, AWS cloud spend, KPIs, annual planning processes, executive communications, and rhythm of the business
- **Strategic People Operations:** Oversaw performance management, recruiting, employee development, labor planning, and budget planning and execution for 250 associates
- **Executive Operations and Strategy:** Advised senior leadership on cloud security trends and best practices, facilitated strategic planning and data-driven insights for cybersecurity initiatives

Commercial Bank:
- Managed rhythm of the business, annual review process, labor strategy, and business operations for 200 employees in the Commercial Bank
- Directed business strategy for a roundtable of 20 Chicago-based VPs to evaluate community impact proposals. Spearheaded a 2,500-employee outreach initiative to enhance the employee experience during the COVID-19 pandemic; managed $500K in community grants

Georgetown University | Chief Administrative Officer for Technology
2016 to 2018 – Managed team of 5 direct reports; 20 indirect
- **Strategic Leadership in Cloud Security and Technology Operations**: For a 200+ associate department, oversaw strategic planning and execution of technology operations, cloud infrastructure, and technology initiatives
- **Cloud Infrastructure Management**: Led business operations for a $30M campus-wide technology infrastructure upgrade with Verizon
- **Product and Project Management**: Oversaw the launch of a $35M CRM system and coordinated with product teams to review technical integrations, managing scope, budget, and project milestones for cloud-based solutions
- **Vendor Management and Contract Negotiations**: Negotiated vendor contracts to secure cloud and on-premise technology services, saving $2M
- **Operational Efficiency and Cost Control**: Significant financial impact by eliminating a $6M deficit, and closing with a $1M surplus within the first year
- **Global Operations Management**: Led strategy and operations for three domestic offices and one Qatar, managing $100M+ in capital and operational expenditures, including cloud service models and security protocols

Chicago Transit Authority (CTA) | Chief of Staff & Tech. Modernization Lead
2014 to 2016 – Managed team of 8 direct reports; 50 indirect
- **Led program management office:** Oversaw HR activity, headcount, and liaison operations with federal partnerships; budget oversight of $1.4B
- **Modernized the Safety Dept. data collection process:** Impact to 1.6M daily passengers; leveraged R Studio for statistical modeling and data visualization; reduced data latency from three days to seconds/real-time
- **Managed strategy and operations:** Provided counsel to leaders for efficient and effective management of the business and strategic decisions

SageMaker, S3, RDS, CloudWatch, EC2, Batch, et. al., MS and Google Apps+Colab, Jupyter Notebooks, HTML, CSS, Asana, Jira, Adobe Experience Platform, Product Lifecycle Management (PLM), Software Development Lifecycle (SDLC), Roadmap Development, Customer Feedback Loops
Machine Learning and Deep Learning: Image classification, computer vision, CNNs, RNNs, VAEs, GANs, AEs, LSTMs et. al.

ADDITIONAL EXPERIENCE:
US Dept. of Homeland Security Washington, DC | 2009 to 2014
CISA, Cyber and Infrastructure Security Agency (formerly NPPD)
TS-SCI | GS-13
- Oversaw $11M in federal programs with state, local, tribal, and private sector partners on cyber critical infrastructure

TSA, Transportation Security Administration | International Ops.
Senior Desk Officer, Asia Pacific
TS-SCI | GS-12 (I)
- Led intelligence-driven federal security programs, negotiated agreements, and developed external partnerships

Desk Officer Latin America
TS | GS-11 (H)
- Facilitated multi-lateral negotiations with foreign and federal government officials, and international organizations

Special Asst. to the Dir. Of Int'l Ops
TS | GS-11 (H)
- Managed White House taskings and the opening and closing of four TSA offices at U.S. Embassies

Budget Analyst
S | GS-10 (G)
- Managed $3B in Pay, Comp. and Benefits, for 50,000 federal officers at 450 domestic US airports

Relevant Coursework
Computer Science: Deep learning (graduate), Artificial Intelligence, Data Structures and Algorithms (Python), Computer Science I and II (C++), Database Management (SQL), Linear Algebra, Calc. I, II, and III (multivariate); **Psychology (all graduate):** Advanced Applied Statistics (R Studio), Psychometric Assessments, Organizational Behavior, Clinical Psychology, Dopamine and the Brain, Motivation Theory, Human Resource Management, Leadership and Organizations.