

MELVIN TEJADA

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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, data-driven decision-making and aligning product roadmaps with organizational goals, regulatory requirements, and evolving threats.

Experience

Professional Development Sabbatical | add'l details under "Education"

Jan. 2024 to Dec. 2024

- **Completed advanced studies in Industrial Organizational Psychology, Artificial Intelligence, and Product Management** with a focus on improving technology's impact on employee and organizational satisfaction, productivity, and motivation.
- **Advanced Data Analytics:** Designed and implemented predictive models using PyTorch and TensorFlow libraries to forecast retention trends.
- **Statistical Analysis:** Leveraged Python and R for regression analysis to evaluate the impact of technology and feature development on customers.
- **Process Automation:** Automated data pipelines and analysis workflows using Python and SQL to improve scalability and operational efficiency.
- **CyberPsychology:** Applied neurobiological concepts of motivation and reward to develop strategies for customer product engagement.
- **SQL for Cloud:** Developed end-to-end relational databases in SQL to support feature enhancements and inform roadmap planning.

Amazon | **Principal, AWS Cybersecurity Programs and Product Strategy**

07/2022 to 01/2024 – 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 Strategic Alignment, Global Finance**

07/2021 to 07/2022 – 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

08/2018 to 07/2021

Cybersecurity:

- **Security Operations:** Managed cyber business operations of enterprise-wide move to the AWS cloud and managed governance and approvals for 200 contractors after a security breach
- **Strategic People Operations:** Oversaw performance management, recruiting, employee development, labor planning, and budget planning and execution for 250 associates from Associate to VP
- **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

06/2016 to 08/2018 – 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

11/2014 to 06/2016 – 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

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.

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