

MELVIN TEJADA

AI Portfolio: <https://bit.ly/melvintejada>

Email: tejada.melvin@gmail.com

LinkedIn: <https://linkedin.com/in/melvin-tejada>

Mobile: 202-754-1172

Tech strategy leader with a Master's in Industrial and Organizational Psychology from Harvard and 15+ years driving HR systems, workforce analytics, and enterprise IT programs. Trusted partner to CHROs and CFOs, aligning digital platforms with talent strategy, employee experience, and business goals.

PROFESSIONAL EXPERIENCE

Independent Consultant | Technical Program & Strategy Advisor

Jan 2024 – Present

- **Strategic Advisory:** Advise C-suite leaders on org. transformation, AI strategy, and executive comms.
- **Operational Excellence:** Designed frameworks to optimize business operations and governance and coached technology leaders on executive decision-making and high-impact strategic planning
- **Human-Centered Tech Strategy:** Completed Harvard's Master's in Industrial and Organizational Psychology + advanced AI/ML skills, deepening the ability to align HR priorities with technical strategy

Amazon | Principal Program Manager - AWS Cybersecurity

2022 – 2024

- **Strategic Planning:** Developed and executed a long-term cybersecurity vision, aligning dynamic enterprise-wide technology initiatives and KPIs with cybersecurity staffing and budget resources
- **AI-Driven Product Management:** Led a global AI-powered vulnerability management platform strategy and roadmap, deploying machine learning models to detect enterprise security threats at scale
- **Executive Communications:** Led a program that directly briefed the AWS CEO every two months, providing insights on the global security posture and risk landscape of 50M global operating hosts
- **Cross-Functional Leadership:** Partnered with engineering, finance, and compliance teams to scale security automation and oversee program implementation; founded a Community of Practice (CoP) for product and program managers, mentoring emerging leaders in cybersecurity and AI strategy

McDonald's | Director of Strategic Alignment and Chief of Staff to Global CFO

2021 – 2022

- **HR Systems Strategy & People Analytics:** Led the development of AI-powered HR dashboards using for succession planning and talent strategy, expanding leadership pipeline by 175% (8 to 22 execs.)
- **Global Experience Platform:** Architected a global data solutions platform enabling analytics and simulation models for pricing, real estate, and marketing; impacted 7 million customers in 10 countries

Capital One | Senior Manager, People Tech. and Cloud Governance - Cyber Engineering

2018 – 2021

- **Business Operations:** Led AWS cyber engineering cloud spend governance, developing AI-driven cost models and budget forecasts aligned with technical requirements to optimize cloud spending
- **Performance Management Automation:** Delivered HR performance analytics solutions through KPI dashboards and automated reporting; partnered with PeopleOps and executive leadership to inform budgeting, talent investment, and training approvals for 250 technology associates

Georgetown University | Chief Administrative Officer for Technology & HR Systems

2016 – 2018

- **Strategic Leadership & Governance:** Led the oversight of technology operations, governance, financial strategy, and compliance programs for a campus community of 30,000 students, faculty, and staff across four global locations. Drove alignment between university-wide goals and technology integration
- **HR Technology Modernization:** Managed a \$30M AI-powered infrastructure modernization initiative with Verizon; Directed digital transformation for HR and administrative services by deploying scalable workflows in Workday and Canvas; improved global employee self-service

- **Cross-Functional Program Ownership & Execution:** Managed multiple high-impact technical programs, e.g., telecom billing and computer replacement cycles for over 6k employees. Ensured seamless deployment of enterprise systems, driving improved productivity and user adoption
- **Vendor Negotiations & Budget Management:** Negotiated major vendor contracts, resulting in a \$6 million deficit reduction, closing my first year with a \$1M surplus, while expanding tech programs
- **HR & Organizational Leadership:** Oversaw department-wide HR operations for 250+ staff including talent strategy, performance management, and compliance in support of strategic workforce planning

Chicago Transit Authority (CTA) | Chief of Staff & Modernization Lead – Enterprise Security 2014 – 2016

- **Risk Intelligence Program Development:** Designed and implemented a data-driven risk intelligence program ranking all CTA routes based on city-wide collision data, enabling real-time safety interventions
- **Budget & Vendor Management:** Managed \$1.4 billion in funding, overseeing contract negotiations and vendor performance for security technology, transit safety programs, and risk assessment tools
- **Public Safety & Critical Infrastructure Security:** Led enterprise-wide security initiatives to mitigate risks across CTA's system, protecting 1.6 million daily riders from cyber, physical, and operational threats
- **Security & Law Enforcement Operations:** Partnered with law enforcement agencies on criminal transit system incidents. Conducted security audits and employee investigations and terminations

U.S. Department of Homeland Security (DHS) | Technical Program Manager, TS-SCI 2009 – 2014

TSA: Transportation Security Administration - Special Assistant to the Director and Senior Desk Officer

- **Embassy & Diplomatic Engagements:** Conducted security policy negotiations across five U.S. embassies, strengthening bilateral and multilateral security agreements with global partners
- **Western Hemisphere and Asia Pacific:** Traveled abroad with agency leadership; led negotiations on security, risk, and enforcement; coordinated classified missions with diplomatic and security agencies

CISA: Cybersecurity & Infrastructure Security Agency – Cyber Intelligence Technical Program Lead (former NPPD)

- **National Cyber Risk & Intelligence:** Owned a high-profile portfolio of cybersecurity critical infrastructure programs, leading efforts to analyze, assess, and mitigate national cyber threats

EDUCATION

Harvard University: Master of Industrial and Organizational Psychology, *Dean's List 3.9/4.0*

Indiana University: Master of Public Affairs in Finance

Harper College: Post-Bac in Computer Science

Indiana University: Bachelor of Business Management and Public Policy

SKILLS

Program Management: Program implementation, executive operations, OKRs, KPI development; **Financial**

Oversight: Capital and operating budget management, forecasting, cost optimization; **Organizational**

Capability: Talent development, succession planning, workforce analytics; **Executive Communications:**

Stakeholder engagement, cross-functional collaboration, change management; **HR Technology:** Workday,

ServiceNow, HR Analytics, Digital Employee Experience, SaaS, Vendor Management; **Data & Engineering:**

Python, SQL, C++, PowerBI, R, Tableau; **Product and Program Lifecycle & Agile:** AI Product Development, Agile,

Scrum, Kanban, OKRs, A/B Testing, Go-To-Market Strategy

CERTIFICATIONS

[AWS Certified AI Practitioner](#); [AWS Certified Cloud Practitioner](#); [Northwestern Univ. Professional Product Management Certificate](#); [Prosci Change Management](#); [Scrum Alliance Product Owner](#); [Google Analytics](#)