

Vaughn Paul Ramos

Technical Project Manager

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Professional Summary

Accomplished Team Leader, Solutions Consultant, and Technical Project/Program Manager with a software development background and extensive experience in global technology. Expertise in employing waterfall, Agile, Scrum, and hybrid approaches directing on/offshore teams in SDLC and AI/Machine Learning Ops (MLOps) projects. Proven track record of steering complex multi-disciplinary projects in dynamic and challenging environments at the cross-section between technical execution and business strategy. Top Secret SCI security clearance held.

Skills

Project Management | SDLC | Waterfall/Agile/Scrum | Artificial Intelligence (AI) Machine Learning Ops (MLOps) LifeCycle Management | Colab | Natural Language Understanding/Processing NLU/NLP | UX | Ops and Vendor Management | Jira | Confluence | Workamajig | Basecamp | MS Project | SmartSheets | Airtable | Notion | Teamwork PM | SQL | Planview
AdaptiveWork/Clarizen | Perl | AWS | Python | Linux | DevOps

Professional Experience

Career Break Apr 2023 - Present

Google, NYC Oct 2017 - Apr 2023
Solutions Consultant IV Mar 2020 - Apr 2023

- Directed an SDLC and machine learning ops MLOps program project portfolio with a team of 25+ multilingual contributors delivering projects with an annualized budget of over \$4M. Drove program planning, PMO governance, OKRs, KPIs, stakeholder engagement, resource planning, scope, strategy, workflow design, scaling, operations, issue escalation, team core competencies, and training to fulfill mission objectives.
- Drove the organizational change necessary to transition from a local onsite model to an offshore operational model, realizing operational cost savings of ~35%
- Led the international efforts for the “local intent” subject domain vertical that covers more than 22% of Google search traffic equating to over 100+ million daily active users. Project results impacted the multilingual user experience for Search, Assistant, Maps and Android Auto, Navigation, business information, and directions.
- Led global efforts to respond to the skyrocketing public demand for local information relating to COVID testing and vaccine centers. Adapted the workflow to fast-track releases less than half the time without risking quality.
- Led growth of client base by 300% for more diversified projects
- Drove cross-functional development projects and NLU/NLP MLOps workflows across multiple teams to include: software development; topic modeling; ETL; data ingestion and preprocessing; feature extraction; sentiment analysis; coding and development; labeling; model training, testing and evaluation; results analysis; quality assurance; and continuous deployment.

- Data governance: Led and set the standards for the creation and retention of ML datasets for model training, testing, and validation
- Led efforts for an emergency rapid response team that performed as second responders, addressing emerging topical user search needs relating to global natural disasters, crises, and human upheaval.

Technical Program Manager

Sep 2017 - Mar 2020

(Contracted through Qualitest)

- Bootstrapped and scaled a startup intrapreneur program within Google for the execution of Software Development Lifecycle (SDLC) and Artificial Intelligence (AI)/ Machine Learning Lifecycle (MLOps) projects. Scaled the team headcount 600% from 4 to 28 in 6 months.
- Established team structure and drove the team development for onboarding, training, documentation, code review, QA, leadership, workflow process development, PMO governance, and release management. Set goals and priorities for program delivery and success. Grew the PMO program portfolio to ultimately include 6 junior project managers, running 90+ concurrent projects.
- Collaborated on product development for internal tooling. Directing team use case development, feedback, testing, and prototyping.
- Drove improvements in semantic and query understanding, internationalization (i18n), and localization (l10n) of Google machine learning models in Search, Assistant, Maps, Navigation, and Auto of non-English speaking countries. This resulted in a 400% growth in the international “local intent” feature coverage of AI-enhanced search results (from ~10 countries to over 50 and from 8 languages to 25), a +500% growth in feature usage, and over 100 million daily active users.
- Drove cross-functional development projects and NLU/NLP machine learning ops (MLOps) workflows across multiple teams to include: software development; topic modeling; ETL; data ingestion and preprocessing; feature extraction; sentiment analysis; coding and development; labeling; model training, testing and evaluation; results analysis; quality assurance; and continuous deployment.
- Data governance: Led and set the standards for the creation and retention of ML datasets for model training, testing, and validation

Momentum Design Lab, New York

Feb 2017 - Aug 2017

Project Manager

- Oversaw design and development of SaaS enterprise and product UX projects. Employed Agile, Scrum, and Waterfall methodologies as a client POC
- Drove agile delivery for the successful delivery of 10+ projects in multiple technology configurations
- Led backlog grooming, sprint planning, estimation, and requirements gathering
- Collaborated on product development for internal tooling. Directing team use case development, feedback, testing, and prototyping.
- Coordinated development handoff of design assets and between UX and development processes.
- Led resource planning, SOW creation, and client and vendor management.

Personal Blackbox, New York

Sep 2015 - Nov 2016

Technical Project Manager

- Led project management and product development in a lean startup environment. Employed an Agile/Scrum-first development model, supplemented with PMBOK best practices to achieve effectiveness.
- Established a successful development operation supported by custom Jira/Confluence workflows and dashboards that

facilitated accountable operations, velocity tracking, product roadmap tracing, and other KPIs. This resulted in raising the organizational maturity level of the team. It established defined processes and governance and enabled quantitative decision-making.

- Managed product management lifecycle from ideation, validation, and approval, to backlog management, delivery and requirements tracing.
- Led development operations in SaaS technology platforms that included API development, mobile iOS, and AWS/React/Angular/Docker.
- Collaborated with cross-functional teams and stakeholders to develop complete requirements, user flows, UX, user stories, and QA criteria. Delivered presentations on progress, planning, and metrics to stakeholders and C-Suite
- Established a successful formal QA program. Engaged and integrated an external QA vendor team to augment our operation. This resulted in significantly reducing the number of released bugs in the product to near zero.

Independent Consultant, New York

Jul 2012 - Aug 2015

Technical Project Manager

Clients: e9digital, Sideways, eCommerce Partners, Sarkissian Mason, Booker, Petsmart.com, Mount Sinai, Estee Lauder, Wyndham Worldwide.

- Led internal and external onshore/offshore cross-functional development teams to an improved level of performance, accountability, organizational maturity, and velocity
- Drove SDLC framework approaches including agile/iterative/SCRUM methodologies.
- As primary POC for clients drove scheduling, resource planning, provisioning, and coordinated all phases of projects with the delivery teams.
- Drove project and portfolio profitability by exercising fiduciary responsibility over budget, time, and scope.
- Created detailed artifacts including requirements, wireframes, user stories, acceptance criteria, scope statements, and project backlog

C2M Interactive, New York

Jan 2008 - Jul 2012

Founder and Managing Director

- Founded a bootstrapped startup web design and development services company
- Drove revenue and project objectives. Grew client base from 0 to over 50 with yearly revenue of over \$300K
- Drove product delivery on a variety of technical platforms
- Managed business development, partnerships, and client relationships
- Grew staff to a headcount of over 20 onshore/offshore vendor resources

Grey Global Interactive, New York, NY

Jan 2005 - Dec 2007

Technical Project Manager

- Led SDLC program, website, and creative builds as the agency's primary client-facing technical point of contact on national accounts (Mars Foods, M&M's, Starburst, Skittles).
- Developed Java/JSP web applications and Perl scripts
- Directed technical and creative resources. Defined roles and responsibilities. Provided direct technical support and guidance.

Education

University of Maryland, College Park, MD
Information and Physical Sciences

Certifications

Scrum.org, Professional Scrum Master (PSM)

BrainBench, Project Management Institute (PMI).

Defense Language Institute, Certificate, Russian