wylie burt

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### Data Science Manager

*Develop and Execute Innovative Products and Services that Optimize Performance & Boost Customer Satisfaction*

Astute leader who bridges the generational gaps, mentors emerging talent, and guides organizational evolution across business cycles. Unique pattern recognition capabilities and capacity to anticipate challenges before they occur – capabilities that come only with extensive experience. strategic mindset to govern and manage multiple large-scale, multimillion-dollar programs. Grown with the industry as demonstrated by recent career evolution through Agile and AI integration efforts with adaptation to contemporary business practices.

REPRESENTATIVE VALUE AND IMPACT

* **Global Product Expansion:** Lead expansion programs into new global markets, driving exponential revenue growth. Directed the end-to-end implementation and maintenance of the OnStar telematics product into Europe, China, South America, and the Middle East.
* **Product Innovation:** Spearhead full product lifecycle of transformative telematics solutions resulting in 7 patents throughout career. Within the OnStar platform, introduced ML and statistical analysis algorithms to collet EV and ICE vehicles data, launched an Energy Assist mobile app, GM mobile app, and self-service ecommerce websites, and established SaaS fleet management for rental companies.
* **Lean Program Management:** Establish and scale technical program management best practices within a Scaled Agile Framework drawing on experience in Scrum and Agile development. Introduced a software development factory at GM that aligned and advanced development productivity and quality and maximized return on investment.
* **Data Science and Machine Learning** projects aimed at building and training models to make predictions.
  + **A portfolio of mini projects can be found on my GitHub Page:** [wylieburt.github.io](https://github.com/wylieburt/wylieburt.github.io)

**Key Strengths:** Product Development • Technical Roadmaps • Cybersecurity Principles • Data Security • Data Analytics

Project Management • Budgeting • Team Management • KPIs & OKRs • Compliance • Agile Methodology • Six Sigma

PROGRAM LEADERSHIP experience

GENERAL MOTORS (GM)

PRINCIPAL GLOBAL PROGRAM MANAGER – ONSTAR GLOBAL EXPANSION (2016 – 2023)

**Charged with leading global expansion of GM’s OnStar telematics product.**

* Full delivery and release of all OnStar cloud-based systems and subsystems in fast-paced regions with shifting priorities and business needs.
  + Drove consensus among and communicated clear status with 10 automotive and telematics executive stakeholders, collaborated with 25 Product Managers to grow and expand products and services in new regions.
  + Facilitated collection of automotive, telematics, ecommerce, cellular regulatory, business technical requirements.
  + Integrated cross-functional automotive engineering, IT, and business teams of 100+ people. Including representation of OnStar at GM Quarterly Vehicle Engineering Sr. Leadership Reviews.
  + Managed risks dependencies early and ongoing through identification, planning, mitigation and contingency setup.
  + Coordinated with 20+ telematics software development scrum teams, and external telematics and business partners/suppliers in end-to-end telematics solution innovation.
  + Monitored business KPIs and OKRs through Power BI and scored systems based on stability, performance, outages, and security to achieve 100% operational status.
* Managed and mentored 15+ direct reports encompassing Senior Program Managers, Solution Architects, and Technical Product Owners in the full software development lifecycle of complex, data intensive, subscription services and solutions through 3 customer facing channels.
  + Comfortable in the lifecycle of an employee from interviewing, selection, and onboarding, thru mid-year and annual performance reviews raises and promotions, to offboarding and retirement.
  + Skilled at building a trusted and talented group of managers and engineers.
* Catapulted revenue and achieved massive expansion of the OnStar global footprint through planning of end-to-end implementation, maintenance, and updates of the telematics platform in China, Europe, South America, and the Middle East.
* Maintained the 2nd largest region for OnStar in China through sourcing, negotiating and managing technical aspects of a government required Joint venture partnership achieving 2M subscriber growth.
* Coordinated GTM activities for SuperCruise (L2 Autonomous), GM’s Autonomous Vehicle in China.
* Orchestrated implementation of updates and maintenance for ~25 countries in the EU with .5M subscribers.
* Launched the 1st GM sales of internet services for .5M subscribers in multiple countries in South America while navigating complex tax laws in the region.
* Supported business partners who were traversing a politically complex and highly regulated business development arena in the Middle East.
* Directed design and delivery of transformative subscription-based location-based products and services.
  + Supported onboarding and troubleshooting of a SaaS fleet management product for rental companies, launching in 5 major car rental companies.
  + Supported implementation of Machine Learning and statistical analysis algorithms to collet EV and ICE vehicles data and measure driving behavior to offer customers significant insurance discounts.
  + Management lead of a mobile app providing functionality to EV owners to review efficiency, capacity of vehicle battery power, and diagnostics.

GENERAL MOTORS (GM)

TECHNICAL PROGRAM MANAGER – STRATEGIC PROGRAMS (2010 – 2016)

**Tapped to apply in-depth knowledge of GM’s telematics architecture and operations to execute critical, cross-functional multimillion-dollar programs aimed at productivity improvements in the software-defined vehicle sector.** Managed a complex portfolio of projects and led development teams and other critical technical contributors, suppliers/vendors, and business stakeholders in the full project lifecycle including hardware build and configuration, evaluation and approval of system requirements and design, software development, cybersecurity testing, compliance, and solution implementation.

* Decreased telematics customer onboarding by $10/customer by transitioning from a ~15-minute call center manual onboarding process to an automated solution completed within 1 minute. Established 2 new customer data feeds integrated from the dealership partner into the OnStar platform.
* Grew revenue within 1 month of self-service website launch. Directed full project lifecycle from concept, design, architecture, and implementation.
* Reduced deployment time and improved up-time metrics by transitioning from a singular active data center model to an active/active redundant HW and SW data center configuration, enabling seamless flow of data.
* Slashed lost inbound calls in automotive telematic emergency services from 100s/day to 10-20/daily through a comprehensive process flow analysis to identify recurring issues and rewrite the code to remediate high-impact problems.
* Cut telecom expense by spearheading the enterprise telephony migration to a new, cost-efficient and high-performance provider.
* Significant contribution on the management team of large-scale transformation from a home-grown CRM solution to a COTS CRM.

Machine Learning Projects

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education, certifications, training

**Bachelor of Science, Earth Science – Eastern Michigan University**

***Certifications:* Leading SAFe|Agile Coaching|Certified Scrum Professional (CSM)|Certified Agile Team Facilitator**

**Design for Six Sigma – Black Belt|Project Management Professional (PMP)**

***Training:* GM Critical Program Management | Leading Scaled Agile Framework | 2024 - GenAI Summit, San Francisco**

**Executive Data Science - Johns Hopkins University | Mathematics for Machine Learning: Linear Algebra - Imperial College London**

PATENTS & NOTABLE RECOGNITIONS

**Method and system for communication vehicle location information US 6853907 | Method and system for vehicle proximity searching US 6775613 | Method for associating real-time information with geographic location US 6823256**

**Method for providing route instructions to a mobile vehicle US 6728630 | Method of contacting a PSAP US 8340629**

**One-way road point symbol generation US 6671616 | Telematics unit and method for operating US 7599843**

**GM Boss Kettering Award – In recognition of Turn-by-Turn Routing solution**