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## **Senior Project Manager**

Visionary and results-driven with extensive experience in spearheading multimillion-dollar projects / programs, leading cross-functional teams, and delivering complex technical solutions under aggressive timelines and regulatory standards.

Track record of driving high-impact cloud migrations, automating business-critical workflows, and modernizing legacy systems through strategic planning, stakeholder engagement, and governance frameworks. Skilled in leading Agile ceremonies, implementing SAFe practices, and guiding Scrum teams to accelerate application performance. Recognized for elevating PMO maturity, orchestrating multi-region infrastructure deployments, and resolving technical and organizational bottlenecks through proactive leadership and data-driven decision-making. Adept at managing end-to-end SDLC and translating complex requirements into actionable project roadmaps.

# **Areas of Expertise**

- Project Governance & Control
- Program Management
- SDLC Optimization
- Risk Management

- Cross-Functional Team Leadership
- •Scrum / SAFe Frameworks
- Digital Process Automation
- Data Integration & Architecture
- •IT Infrastructure Modernization
- •Enterprise Cloud Migrations
- •Global Stakeholder Engagement
- Critical Thinking & Problem-Solving

## **Technical Proficiencies**

Microsoft Excel | Word | PowerPoint | Visio | SharePoint | WordPress | Salesforce | Monday.com | Google Cloud Platform (GCP)

Apigee | Amazon Web Services (AWS) | JIRA Agile | Confluence | Smartsheet | Clarity | Team Foundation Server (ADO) | ServiceNow

## **Key Career Highlights**

- Enabled successful migration of 100+ internal and external applications from on-premise to Google Cloud Platform.
- Delivered 10x ROI in processing time savings by spearheading automation of insurance card data entry using Microsoft Form Recognizer and OCR technology under the Enterprise Digitization initiative.
- Accelerated delivery timelines and improved Agile maturity by implementing proper grooming, sizing, and sprint planning using Fibonacci estimation, aligning Salesforce development with SDLC best practices.
- Elevated PMO maturity by developing coaching framework using Atlassian tools; built Confluence-based status report templates with automated department-level aggregation.
- Reduced downtime and improved server performance by orchestrating 2016 EOL refresh, managing procurement, shipping, OS
  deployment, and cross-functional coordination with CDW, Dell, DevOps, and application teams.

## **Professional Experience**

**Sphere International, LLC - Remote** 

April 2025 - Present

Project Manager / Business Development / Sales Lead - Asia

Driving business development and sales for US-based all-natural food color and ingredient exporters into the Southeast Asia market. I'm bringing years of Project Management experience to help streamline business processes, organize sales operations and increase Social Media presence resulting in increased sales. I have already surpassed expectations by closing the first deal with Sri Lankan juice producer.

- Revamped the Monday CRM system, enhancing its functionality for tracking sales leads and customer interactions. Building AI
  automation for data entry and business card scanning functions.
- Developing and executing targeted social media campaigns across major platforms, LinkedIn, Instagram, Facebook and X, increasing Sphere International brand awareness in the food services industry.
- Coordinating global Food Expo engagements, identifying expo opportunities, supporting vendor enrollment process across multiple countries, including Thailand and Dubai.
- Redesigning the current www.sphereint.com website to include a more colorful and engaging introduction to the company, adding Contact forms for color sample, puree, and juice concentrate requests.
- Designing targeted email campaigns to internal customers from Monday.com data of leads from international food expos and executing delivery to coincide with targeted social media campaigns.

#### **Global Payments, Inc., Remote**

#### Mar 2023 - Nov 2024

#### Senior Program Manager - Consultant

Strengthened production readiness by streamlining the Authority to Operate process and leading cross-functional teams to document controls, gather SIEM-based evidence, and support security compliance. Delivered financial transparency through monthly reporting of FTEs, contract resources, service/licensing spend, and budget forecasting. Assured migration readiness by analyzing network connectivity, evaluating server / storage capacity, reviewing CPU and latency performance, and coordinating infrastructure solutions.

- Increased operational efficiency by verifying application readiness and coordinating server decommissioning efforts post-migration.
- Maintained project health by managing timelines in Smartsheet and Jira while providing executive-level reporting via Google Docs.
- Accelerated infrastructure deployment by leading server buildouts using Ansible scripting; aligned planning with GCP provisioning schedules.
- Improved architecture quality by leading security and design reviews of applications and validating WAF deployment strategies with Nginx or Silverline configurations.

#### Walgreens, Remote

#### Mar 2022 - Nov 2022

#### Senior Program Manager - Consultant

Directed daily standups with offshore teams, aligned infrastructure deployment across global teams, and ensured consistent sprint execution and delivery. Enabled strategic data platform modernization by supporting Customer Identity data migration from MongoDB to Cosmos DB and designing Kafka-to-Event Hubs solution architecture.

- Improved cross-functional collaboration by coordinating technical efforts between engineering, DevOps, and cloud infrastructure teams across multiple geographies.
- Achieved seamless migration of 80+ legacy on-prem APIs to Google Apigee through lift-and-shift transformation, leading end-to-end API relocation, refactoring, and client cutover on new hardware configurations.

#### **Optum Healthcare, Remote**

Sep 2020 – Mar 2022

### Senior Project Manager - Consultant

Streamlined provider contract processing by leading the migration from a legacy MS Access database to Salesforce workflows and integrating GE IDX, QNXT, and Provider records into a unified system. Assured stakeholder buy-in and executive alignment by defining a project mission, scope, and charter and enabling efficient requirements gathering and solution design formulation. Led technical design reviews and team meetings to evaluate integration options and finalize architecture for the new Salesforce-based solution. Maintained full transparency through structured executive reporting and presenting weekly and bi-monthly updates with clear communication.

- Streamlined workflows / automation benefits and reduced data entry time and error rates by delivering high-impact demos.
- Increased data integrity during cloud migration by guiding the Salesforce team through complex data clean-up efforts, including precise date reformatting across records.

• Eliminated manual Excel-based processes by launching Web2Lead Salesforce forms for provider submissions and enabling real-time Opportunity creation for the Contracting Marketing team.

## Paul Hastings, LLP, Los Angeles, CA Senior Project Manager - Consultant

Apr 2019 - May 2020

Strengthening enterprise stability by leading Finance and PMO transformation initiatives and introducing innovative technologies / governance models to optimize performance and process accountability across departments. Streamlined system efficiency by overseeing Windows Server 2019 upgrades in virtualized environments and collaborating with Operations to deploy OS and Thomson Reuters 3E enterprise financial software enhancements. Standardized project visibility in Jira by redesigning field structures, aligning stakeholder inputs, and mapping epics, stories, and tasks for accurate status reporting. Upgraded Practice Innovation team's legal directories in SharePoint by applying SDLC principles to manage stakeholder engagement and secure go-live approvals. Ensured product alignment by coordinating technical and business teams to clarify infrastructure needs and identify customer-driven features through direct stakeholder engagement.

- Evaluated risk and issue visibility by introducing RACI framework and formalizing RAID log tracking via Confluence and Jira toolsets.
- Enhanced server resilience by aligning infrastructure with TR best practices and delivering upgrades during infrastructure freezes.
- Improved Thomson Reuters Elite 3E platform by executing stabilization / remediation plan and enhancing Bill Sum, Journal Manager, and Proforma processes to enable record-locking and avoid YEC lockups.
- Increased application stability by delivering first epic tied to Finance stakeholder requirements; launched self-service finance project portal resolving historical communication gaps with IT.

## **Sony Interactive Entertainment, Remote**

Apr 2013 - Mar 2019

#### Senior Program Manager | Product Owner | Scrum Master

Ensuring legal and brand compliance by redesigning functional workflows for transactional emails and conducting end-to-end business analysis across request, design, and approval processes. Supported datacenter transition by managing physical server decommissioning, removal, packaging, and shipment to Switch Las Vegas, enabling LA facility closure. Supported operational reporting and team alignment by developing a Confluence-based tracking system to centralize project updates and communicate milestones in real-time.

- Improved service delivery by piloting ServiceNow for Help Desk and configuring PM modules for project visibility.
- Accelerated cloud readiness by leading AWS migration of two internal apps; enabled EC2 scalability, RDS configurations, and S3 usage for Sony Network TV assets.
- Increased email delivery accuracy and vendor accountability by implementing footer-based template tagging and overseeing template development with Cheetah Digital and ExactTarget.
- Elevated enterprise-wide efficiency by leading infrastructure, software, and business process initiatives as Program Manager, SAFe Scrum Master, and CRM Product Manager for transactional marketing automation.

#### L.A. Care, Los Angeles, CA

Nov 2011 - Mar 2013

#### **Project Manager**

As part of HI-TEC for LA Care, I built a Project Management application in SharePoint to facilitate five offsite service partners implementing different EHR systems to 3k+ providers in the Los Angeles region. Developed project delivery templates with Director of EHR Technology.

- Participated in score vendor RFPs and conducted vendor demo to support Vendor to Physician EHR sizing assignments.
- Engineered targeted marketing process to pinpoint and escalate key providers for their EHR systems implementations.
- Developed Service Partner Invoice process connecting MS Access real time data with SAP Hana and Salesforce.com to track invoice
  milestones and produce reports to support financial status in Federal Program for EHR Milestone Billing Report submissions. SAP
  Hana connection via OBDC in real-time to provide milestone triggers for the Customer Billing team. Salesforce used daily file upload
  to provide Customer Service billing milestones for report submissions.

# **Additional Experience**

Senior Business Analyst, Consultant, NBC Universal Inc., Orlando, FL

Senior Project Manager, Consultant, American Honda Motors, Torrance, CA

Project Manager, Los Angeles World Airports, Voice over IP Telephone Systems Implementation

Project Manager, ADP, Inc., Tax and Financial Service, Escheatment Applications

Project Manager, Farmers Insurance, Towers Watson Compensation Systems Implementation

Project Manager, Toyota Motor Sales, Next Generation Telematics Systems Implementation

Project Manager, MAXIMUS, Los Angeles Unified School District – Student Information System

Project Associate, Solution Delivery, Kaiser Permanente, Epic Systems Implementation

Project Associate, California Auto Association, Various IT Projects

Project Coordinator, Computer Sciences Corporation, Shell/Texaco Merger - Raytheon ORION

## **Education & Credentials**

B.S. Business Technology, California State University Northridge

Project Management Professional (PMP)

Certified ScrumMaster (CSM)