

Highly successful and certified TPM with extensive experience in spearheading multimillion-dollar projects, leading cross-functional teams, and delivering massive cost savings and complex technical solutions under aggressive timelines and regulatory standards.

Track record of driving high-impact, high budgeted programs and projects, averaging over \$10 million in size. GCP and AWS cloud migrations, automating business-critical workflows, and modernizing legacy systems through strategic planning, stakeholder engagement, and governance frameworks. Adept at completing projects that have increased operational efficiencies by over 200%, saved over 150% in storage costs, increased server performance by 100%. I'm a master at budget planning, financial tracking and strategic alignments. Skilled in leading Agile ceremonies 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. 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
- Scrum / SAFe Frameworks
- Digital Process Automation
- Data Integration & Architecture
- Budget Planning and Strategic Financials
- IT Infrastructure Modernization
- Enterprise Cloud Migrations
- Global Stakeholder Engagement
- Cross-Functional Team Leadership

Technical Proficiencies

Microsoft Excel | Word | PowerPoint | Visio | SharePoint | WordPress | Salesforce | Monday.com | Google Cloud Platform (GCP) | ServiceNow | Team Foundation Server (ADO) | Amazon Web Services (AWS) | JIRA Agile | Confluence | Smartsheet | Clarity | Apigee

Key Career Highlights

- Enabled successful migration of 100+ internal and external applications from on-premises infrastructure to cloud based Google Cloud Platform (GCP) resulting in 45% annual operational savings and 87% storage savings.
- Delivered 250% increase 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 by 40% and improved Agile maturity over 100% 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 by 60% and improved server performance by 100% through orchestrating the Server 2016 EOL refresh, managing procurement, shipping, OS deployment, and cross-functional coordination with CDW, Dell, DevOps, and application teams.
- Implementing new CRM processes, saving 75% effort and enabling mass marketing emails by using internal features of Monday.com CRM tool. Organized contacts by expo and allowed for managing mass emails by target regions for upcoming expos.
- PMO saved countless hours of Budget Management by formulating spreadsheets to track monthly finances. Built Earned Value template so each project could be extracted for financial expense reports, plotted into Budget chart and display project profit/loss.

Professional Experience

Driving the Digital Transformation effort for business development and sales for a US-based all-natural food color and ingredient exporter into the Southeast Asia market. I'm bringing years of Program Management experience to help digitize business processes, collate years of records, organize sales operations focusing on CRM usage and increase Social Media presence. All of this has resulted in a year-over-year increase in sales of 18% and a 33% increase in operational efficiency. I have also already surpassed expectations by closing the first deal with a 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.
- 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

Feb 2023 – Dec 2024

Senior Technical Project Manager – Consultant

Strengthened production readiness by over 100% through 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.

- Over 100% 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 over 75% by leading security and design reviews of applications and validating WAF deployment strategies with Nginx or Silverline configurations.

Walgreens, Remote

Mar 2022 – Dec 2022

Senior Technical Project 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 Technical 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.

Paul Hastings, LLP, Los Angeles, CA

Apr 2019 – May 2020

Senior Technical Project Manager - Consultant

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.

Sony Interactive Entertainment, Remote

Apr 2013 – Mar 2019

Technical 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 carding vendor RFPs and coordinated vendor demos to support Vendor to Physician EHR sizing assignments.
- Engineered targeted marketing process to pinpoint and escalate key providers for their EHR systems implementations.
- Developed the 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.