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Senior IT Program/ Project Manager with 20+ Years of Experience in Technology Consulting

Senior IT Program & Project Manager with 20+ years of experience in leading enterprise technology initiatives across healthcare, insurance, oil and gas, and finance. Proven ability to drive digital transformation, optimize project outcomes, and align IT solutions with business goals. Expertise in Agile, cloud technologies, and AI-driven solutions. Adept at cross-functional leadership, stakeholder engagement, and delivering multi-million-dollar projects on time and within budget. Holds an MBA, PMP, and PMI-ACP.

Key Objectives:

- Enhancing Cross-Functional Collaboration and Efficiency
- Improving Agile Project Management Practices
- Optimizing Resource Allocation and Budget Management
- Elevating Stakeholder Engagement and Satisfaction
- Driving Digital Transformation Initiatives
- Advancing Data Analytics and AI-Driven Solutions

Skills

- **Program & Project Management:** Agile (Scrum, SAFe, Kanban), SDLC, Project Management Life Cycle, Stakeholder Engagement, Risk Mitigation, Budgeting, Waterfall & Hybrid, Issue Resolution and Escalation
- **Technology & Tools:** Jira, Azure DevOps, AWS, Power BI, Workday, NetSuite, Salesforce
- **Leadership & Strategy:** Digital Transformation, Cross-functional Team Management, Change Management, IT Governance, Roadmap Development, Cybersecurity and Compliance, KPI and Performance Metrics

Professional Experience:

Innovantage Technologies consulting projects

Fluor, Senior IT Project Manager — November 2024 to current

- Manage multiple projects at Fluor using Agile practices and servant leadership to drive value and team development. Lead Scrum ceremonies, coach team members in Agile best practices, and collaborate with cross-functional teams and stakeholders to ensure program alignment and shared outcomes.

Natera, Senior IT Program Manager— May 2024 to Oct 2024

Led $1.5M FDA-Compliant Information Security Project at Natera

- **Situation/Objective:** Directed a complex, high-stakes project ensuring FDA-compliant documentation, coordinating across 8 cross-functional teams (engineering, regulatory, cybersecurity). Managed strict regulatory requirements, cross-functional alignment challenges, and a high volume of documentation with tight deadlines.
- **Actions:** Established communication channels and delivered weekly leadership updates, contributing to 95% on-time task completion. Supported collaboration and transparency across a 20-member team. Led Agile ceremonies and served as a servant leader and coach to elevate team maturity and cohesion.
- **Results:** Achieved 100% regulatory compliance with all documentation submitted on schedule, delivering 12 key deliverables (Cybersecurity Risk Management, SBOM, Security Architecture analysis) and earning positive feedback on team efficiency and morale.

Johnson Controls, Senior IT Project Manager May 2023 to Feb 2024

Directed $3M+ Agile Software Development Projects at Johnson Controls

- **Situation/Objective:** Led high-impact projects valued at over $3M, requiring strict Agile adherence and timely milestone delivery. Balanced project timelines and budgets with real-time reporting and rapid decision-making to mitigate potential delays and risks.
- **Actions:** Used Power BI to create real-time dashboards, improving decision-making speed and reporting accuracy. Delivered weekly stakeholder updates, tracked tasks in Jira to achieve 98% on-time completion, and maintained 95% budget adherence. Served as Agile coach, leading sprint planning, refinements, retros, and standups to

strengthen team autonomy. Delivered integrated cloud-based solutions across software, platform, and infrastructure layers.

- **Results:** Consistently delivered projects on schedule, met all deliverables, and resolved timeline and budget risks within a 2-week turnaround, achieving high project efficiency and effective financial oversight.

Vontier, Program Manager April 2022 to October 2023

Managed $5M+ IT Portfolio for Finance and HR Applications at Vontier

- **Situation/Objective:** Oversaw an extensive $5M+ IT portfolio for Finance and HR, overseeing multiple projects to align with organizational goals. Coordinated across 5+ concurrent projects while enhancing visibility and mitigating risks of delays and budget overruns.
- **Actions:** Monitored projects with Jira and Asana, supported the Securiti AI transition, and delivered weekly leadership updates to enhance decision-making. Led vendor selection for a $5M Workday HR transformation and implemented risk strategies to align cross-functional efforts. Facilitated Agile ceremonies, coached teams on Agile practices, and ensured coordination between HR, IT, and vendors. Supported successful SaaS implementations, including Workday and NetSuite.
- **Results:** Realized a 95% on-time delivery rate, a 97% sprint completion rate, and a 20% reduction in turnaround time, preventing budget overruns and boosting project efficiency by 10%.

Larsen and Toubro Infotech July 2019 to Mar 2022

Dexcom, Senior Delivery Manager Mobile Testing Jan 2021 to Mar 2022

Led Mobile Application Testing for Glucose Monitoring Wearable Device on Android & iPhone

- **Situation/Objective:** Supervised testing for a glucose monitoring app on Android and iPhone, requiring precise coordination and timely execution. Optimized workflows to meet strict deadlines while managing a large team and ensuring strong stakeholder communication.
- **Actions:** Implemented Kanban workflows, boosting test efficiency by 20% and achieving 100% on-time delivery. Led a 14-member testing team, using Power BI to monitor performance and eliminate bottlenecks. Coached the team in Agile and Kanban, reducing cycle times by 15% and increasing productivity by 30%. Facilitated stand-ups, planning, and retrospectives while fostering growth as a servant leader.
- **Results:** Delivered high-quality testing within schedule, boosted team productivity, and enhanced stakeholder communication and project transparency.

Citi, Senior Delivery Manager Cloud Infrastructure Jul 2020 to Dec 2020

Led $5M+ Cloud-Based Digital Transformation Project

- **Situation/Objective**: Directed a $5M+ project to modernize infrastructure and applications through cloud-based digital transformation. Managed cross-functional Agile teams on complex cloud initiatives while ensuring effective stakeholder communication and risk management.
- **Actions**: Led Scrum and Kanban teams delivering AWS Infrastructure as Code, web services, and containerization—cutting deployment time by 20%. Facilitated Agile ceremonies, including Scrum of Scrums and PI planning, and mentored teams on Agile best practices. Utilized AWS, Azure DevOps, Power BI, and ServiceNow to enhance project tracking, transparency, and workflow automation.
- **Results**: Successfully retired a legacy system, improved operational efficiency by 15%, and maintained high team performance and project visibility.

Chevron, Senior Delivery Program/Project Manager Oct 2019 to Jul 2020

Managed Key Projects for Chevron's Digital Transformation and Well Production Analysis Program

- **Situation/Objective**: Led projects to enhance efficiency and transparency in Chevron's Digital Transformation and Well Production Analysis initiatives. Coordinated with a global Agile team to drive continuous improvement and streamline workflows, ensuring clear stakeholder communication.
- **Actions**: Led Agile ceremonies, coached a 20-member team, and optimized workflows for performance tracking. Developed custom Azure DevOps and Power BI dashboards. Fostered collaboration between Agile teams, Scrum Masters, and global stakeholders. Supported cloud modernization and Agile adoption across business units.

- **Results**: Achieved Chevron's digital transformation goals, boosting project success with greater transparency and efficiency while fostering a collaborative, high-performance team environment.

TradeStar, Senior Project Manager July 2019 to Nov 2019
Led Development of Mobile App for Pumper Order Submission in Midstream Business
- **Situation/Objective**: Led a Scrum/Kanban team to develop a mobile app to streamline pumper order submissions, enhancing midstream business operations. Managed a tight timeline and improved team efficiency and data accuracy to support app functionality.
- **Actions**: Delivered a mobile app project 10% ahead of schedule by coaching the team on Agile, Kanban, and Jira. Led 7 developers and 2 analysts, boosting velocity, efficiency, and code quality. Improved revenue calculations by 15% and reduced manual errors by 10% through contract, financial, and asset data analysis. Provided weekly stakeholder updates to ensure transparency and alignment.
- **Results**: Successfully launched the app ahead of schedule, optimized revenue processes, and reduced errors, contributing to a more efficient and high-performing midstream operation.

Health Axis - IT Development Manager –Application Development Manager Mar 2017 to July 2017
Managed and Coached Scrum Team of .Net Developers for Medical and Dental Claims Processing
- **Situation/Objective**: Led a Scrum team of .Net developers focused on enhancing Agile practices and code quality for medical and dental claims applications. Aimed to optimize team efficiency, streamline onboarding, and maintain high standards of quality and timely delivery.
- **Actions**: Facilitated Agile ceremonies and used ServiceNow for backlog prioritization, change control, and service request tracking, improving deployment coordination and reducing sprint cycle time by 20%.Recruited, onboarded, and trained developers at zero recruiting cost, reducing onboarding time by 20% and achieving 100% training effectiveness. Implemented quality initiatives with CI/CD, TDD, pair programming, and automation, using Azure DevOps and Power BI to monitor metrics. Prioritized over 50 epics, features, and user stories with Jira and Power BI for effective backlog management.
- **Results**: Enhanced team efficiency and code quality, reduced onboarding and sprint times, and maintained high delivery standards, driving success in claims processing applications.

HCL America - Senior IT Technical Project Manager – SAFE Scrum Master Jun 2016 to Feb 2017
Led Agile Scrum Release Train for Global Application Development Team
- **Situation/Objective**: Steered an Agile Release Train (ART) for a global application development team, coordinating across 15 Scrum teams to drive project success. Ensured alignment and efficiency across multiple teams while maintaining project consistency and adhering to timelines.
- **Actions**: Led multiple Scrum teams with 95% on-time delivery, using Power BI to improve consistency by 30%. Facilitated all Agile ceremonies, increasing team efficiency by 20%. Partnered with senior leadership to meet milestones, providing real-time data via Power BI for informed decisions. Streamlined ITIL communication and change management in ServiceNow across 15 Scrum teams, boosting workflow efficiency by 30% and ensuring milestone alignment.
- **Results**: Enhanced delivery consistency and team efficiency, enhanced data-driven decision-making, and established a collaborative environment, driving high-performance outcomes for the ART.

Multiplan – Director of Applications   Aug 2014 to Aug 2015
Director of Technology: Spearheaded strategic technology initiatives to accelerate project timelines, optimize $5M+ in investments, and align digital transformation with business goals, driving Agile excellence and software quality.
- **Situation/Objective**: Tasked with expediting project timelines, optimizing technology investments, and aligning business requirements with digital strategies to improve software quality and Agile performance. Managed tight timelines, streamlined resource allocation, and expanded Agile capacity while maintaining high software quality standards.
- **Actions:** Delivered a pre-production cloud testing environment one month early by partnering with infrastructure teams. Contributed to $5M+ tech investment optimization, cutting operational costs by 15% through best practices and redundancy elimination. Aligned business requirements with digital transformation goals using Jira, MS Project, SharePoint, and Confluence. Scaled Scrum teams from 3 to 6 in six months, increasing capacity by

50% and throughput by 30%. Improved software quality and delivery speed through CI/CD and effective change management. Implemented ServiceNow for IT change control, incident tracking, and resource planning—reducing unplanned outages by 20%.

- **Results**: Enabled early testing delivery, improved resource efficiency, reduced costs, and improved team capacity, supporting timely, high-quality Agile execution across initiatives.

Education, Certifications, and Honors

Executive MBA, Business Management – Texas A&M University, Commerce, Texas, Honors Beta Gamma Sigma

BBA, Accounting – Texas A&M University, College Station, Texas

BBA, Information Systems Business Analysis – Texas A&M University, College Station, Texas

PMI - PMP, PMI-ACP, GenAI for Project Managers, Data Landscape of GenAI for Project Managers, Talking to AI: Prompt Engineering for Project Managers

Scrum Alliance - CSM

Chicago State University - Certified Agile Coach (CAC)

CSME - ITIL v3 & v4 Foundation Certification

Scaled Agile Academy - Certified SAFE 4 Agilist (CSA)

VmEdu - CSF, SPOC, Six Sigma Black Belt, Green Belt, and Yellow Belt, Scrum For Operations and DevOps Fundamentals

Software Experience

Proficient in a wide range of technologies and tools, including Microsoft Online, .Net Framework, C#, Java, Microsoft Office Suite (Word, PowerPoint, Excel, Visio), UML, Jira, Rally, ADO.Net, SharePoint, Confluence, Microsoft Azure DevOps (ADO), TFS, Asana, Power BI, ServiceNow, AWS, Azure, Google Cloud, Microsoft Dynamics 365, NetSuite, Salesforce, Workday, Microsoft Project, and Smartsheet. Skilled in utilizing these platforms to optimize project management, software development, and cloud-based solutions across various industries.

Early Career

Held Software Developer/Analyst positions at leading companies including LPS National Flood (7 years), CoreLogic (2 years), VHA Vizient, Price Waterhouse (PWC) (2 years), Sammons Communications (2 Years), Beryl Corporation (2 years), JC Penney, Sabre (2 years), Verizon, and McKesson Corporation, contributing to successful software development, system analysis, and project execution across diverse industries.

Strengths

Cross-functional Global IT team leadership	Software Development Life Cycle (SDLC)
Strategic Planning & Business Development	Project Management Life Cycle
Lean Process Improvement and Risk Mitigation	Adaptability to Diverse Project Needs
Budgeting, Planning, Forecasting, Delegation	Mentorship and Team Development
Agile, Scrum, Kanban, Dev-OP, QA, Agile Coach	Proactive Problem-Solving and Innovation
Team Leadership & Collaboration	Change Management Expertise
Customer Relationship Management (CRM)	Strong Technical Acumen Paired with Business Insight
Stakeholder Relationship Management, Communication and Influence	Commitment to Continuous Learning and Improvement
	Emotional Intelligence

Special Interests

- Author of *ManagingProjectsTheAgileWay.com*, a blog sharing insights on Agile best practices, project leadership, and stakeholder engagement. I focus on aligning projects with business outcomes, fostering cross-functional collaboration, and leveraging data-driven storytelling to influence decisions. I'm also committed to mentoring emerging project management professionals and supporting their growth through knowledge-sharing and career guidance.
- Self-taught pianist and music educator. I teach children and beginner adults to play piano. Using piano as a tool, I build creativity, confidence, and life skills such as discipline, patience, and resilience in my students.