**FIRST LAST**

**Technical Program Manager**

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**PROFESSIONAL EXPERIENCE**

**RESUME WORDED San Francisco, CA and New York, NY**

**Technical Program Manager 2014-Present**

* Led multi-disciplinary 7 person team to design, develop, and launch online e-commerce store; prioritized and resolved 45+ new features and bug fixes
* Promoted within 12 months due to strong performance and organizational impact (one year ahead of schedule)
* Developed strategic insights across 5 product teams, including revenue, marketing and operations departments

***Selected Project Experience***

* Operations Improvement Project
* Drove redevelopment of internal tracking system in use by 125 employees, resulting in 20+ new features, reduction of 20% in save/load time and 15% operation time
* Refined outsourcing strategy, resulting in increased offshore headcount from 12 to 95 employees
* Reduced development costs by 25 percent by creating a plan to merge related products into one, more streamlined product.
* Managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments, and cut down reporting time by 75%
* Launch of New iPhone App
* Led application design sessions with client teams on 20+ projects to develop technical requirements

**GROWTHSI New York, NY**

**Product Manager 2012-2013**

* Spearheaded a cross-functional team (Technology, Business Development, Management) to implement new ERP system; successful adoption accelerated revenue growth by 25% in 1 year
* Improved sales efficiency by leading sustainable adoption of a new CRM tool among 150 sales persons in 6 months; redesigned key sales support workflows
* Designed training and peer-mentoring programs for D&I events targeted at C-level executives; led training and awareness initiatives that were attended by over 10,000 employees in 2 years

**EDUCATION**

**GROWTHSI San Francisco, CA**

***[Second Degree or Certification]* 2011-2012**

**RESUME WORDED UNIVERSITY New York, NY**

***Bachelor of Engineering, Major in Computer Science; Minor in Mathematics* 2007-2011**

**ADDITIONAL INFORMATION**

* Program Management: SDLC (Software Development Life Cycle), Resource Planning, Jira, MS Project
* Technical Skills: Python, R, Microsoft SQL Server, Amazon Web Services (AWS), PRINCE2
* Certifications: Data Science Bootcamp (2016), Passed Resume Worded examinations