

TECHNICAL PROJECT MANAGER

Project Manager and Scrum Master with 10+ years of success in delivering projects on time, on budget, and with requirements met for quality. Servant leader and mentor guiding software engineers in developing and facilitating implementation of highly technical, complex IT solutions. Trusted business partner for identifying, anticipating, and resolving problems and driving team efficiency through process improvement. Relationship builder with strong communication and presentation skills for securing schedule buy-in and resource commitments from leadership, conveying technical information clearly to cross-functional teams, and building trust with project stakeholders.

AREAS OF EXPERTISE

Agile Project Management • Project Plans and Scope • Risk Management and Mitigation • Process Improvement
Software Development • Communication Plans • Status Tracking and Reporting • Dependency Tracking

PROFESSIONAL EXPERIENCE

Career Sabbatical, 12/2022-Present

AT&T | Redmond, WA

Technical Architect, Contractor with Tech Mahindra (10/2019-12/2022)

Led cross-functional teams of 10+ engineers and testers as Scrum Master for platform migrations from private cloud to Azure. Created project schedules and oversaw platform security model and traffic routing design—meeting on-time delivery and quality standards. Built trust and enabled individual decision-making across project teams.

KEY ACHIEVEMENT:

- Saved AT&T additional resources by maintaining software engineering duties while taking on Scrum Master role including grooming, planning, demo, and retro ceremonies management.

Senior Software Engineer (5/2019-10/2019)

Transitioned to design feature and security vulnerability solutions for AT&T and FirstNet Developer Program platforms including custom JavaScript and responsive user interfaces.

Senior Product Development Engineer / Project Manager (10/2011-5/2019)

Managed portfolio of platform enhancement and maintenance projects for AT&T Developer Program platform including project plans and schedules, budget estimation and tracking, and cross-team communications. Oversaw administration of \$3.3M annual portfolio budget and project teams ranging from 12-30. Identified critical paths, coordinated deliverables across internal teams and third-party vendors, and developed processes to maintain dependency tracking. Orchestrated communication plan to communicate and track risks by email, weekly status presentations, and review meetings as well as communicate project status to executive leaders.

KEY ACHIEVEMENTS:

- Directed the development and successful launch of the FirstNet Developer Program platform for the US Department of Commerce National Telecommunications and Information Administration:
 - Enabling and supporting thousands of developers to build applications for this critical service.
 - Orchestrating on-time, on-budget, and high-quality delivery of project from intake to launch.
 - Winning 2H 2017 Technology Development President's Award from AT&T for contributions.

CONTINUED...

- Triggered \$7M savings after leading highly technical, complex API platform system redesign project and replacing legacy platform during 1-night deployment.
- Directed \$2.5M integration of new onboarding platform to existing payment platform to offer carrier-billing functionality to developer community.
- Alleviated friction and boosted team morale after resolving miscommunication and role ambiguities between Product Owner and scrum team.

Senior Program Manager, Contractor with TekSystems (11/2009-10/2011)

Created project plans, managed schedules, coordinated test resources, and provided post-delivery support for projects integrating vendors' online application stores with AT&T billing platform. Anticipated and mitigated risks including development delays and changes to project scope. Collaborated with product managers, project managers, engineers, and test teams. Reported project statuses to supervisor and director.

KEY ACHIEVEMENTS:

- Led \$5.2M initiative exposing additional tax-compliance capabilities for AT&T partners which impacted multiple backend payment, accounting, and billing systems.
- Orchestrated, directed, and realized integration of Google and Blackberry mobile storefronts into carrier-billing platform.

EARLY CAREER HIGHLIGHTS: *Earlier experience as Deployment Manager, Technical Project Manager, and Software Development Engineer in Test for Amdocs Interactive (formerly Qpass); and Senior Software Engineer for Dijji Corp and Wavelink Corporation.*

- Guided deployment team in delivering customized versions of Qpass Retail Suite for 5 major wireless carriers across multiple data centers within scheduled deployment window.
- Improved customer satisfaction and confidence in Qpass after overhauling scheduling process, risk review channels, and communications to better manage expectations.
- Enhanced quality assurance and optimized available resources after implementing automated test scripts and frameworks for Qpass.
- Developed Mobile Manager UI (Java) which received ComputerWorld's Innovative Technology Award.

EDUCATION

University of Washington | Seattle, WA
BACHELOR OF ARTS (BA) IN ENGLISH, MAJOR IN LITERATURE
FILM AND VIDEO PRODUCTION CERTIFICATION

TECHNICAL SKILLS

PROGRAMMING LANGUAGES & PLATFORMS: Java • JavaScript • Python • Azure • Docker • Kubernetes • SQL
 PostgreSQL • React • Nginx

PROJECT MANAGEMENT METHODOLOGIES: Agile • Scrum • Waterfall

PROJECT MANAGEMENT TOOLS: Confluence • Jira • MS Project • CI/CD • Git

ADDITIONAL TRAINING: Full Stack Web Development • Front-end Web Development
 AT&T Agile and Cloud Boot Camps • C/C++ Programming
 Project Management Professional (PMP) Training with PMI