

SENIOR PROGRAM/PROJECT MANAGER

Dynamic Business & IT management professional with proven track record in building and managing globally distributed cross functional teams and driving entire project life cycle. Extensive knowledge of strategic planning, portfolio management, data management. Experienced in working with Fortune 100 companies, interacting with all levels of internal/external clients. Expertise in Master Data Management (MDM), IT infrastructure, operations support.

EXPERIENCE

CISCO SYSTEMS, San Jose, CA

2010 • present

Enterprise Portfolio Manager

- Primary point of contact (POC) for centralized investment teams; manage stakeholder relationships
- Manage stakeholder relationships: identify and establish partnership with stakeholders to build support and secure executive sponsorship.
- Manage and assess portfolio and program for making ongoing and future investment decisions in a transparent manner that improves the overall ROI for the company.
- Design and lead processes that evaluate the overall performance of various programs and portfolio investment. Provide executive summary (scorecards, metrics and dashboards) which analyzes how various interconnected processes influence each other in a complex business environment.
- Responsible for reviewing all phases of the business execution from concept to program launch. Also responsible for in-depth analysis supporting business case execution tracking (qualitative, quantitative benefits and risk assessment).
- Monitor the fiscal budget/forecast vs. actual results to facilitate any needed short term forecast adjustments.
- Be a business partner to align strategies with senior management of various functional teams in order to achieve the same business goal which delivers the optimal financial results
- Drive accountability in investment programs to ensure qualitative and quantitative benefits are fully accomplished

CISCO SYSTEMS, San Jose, CA

2006 • 2010

Business Transformation Lead/Business Architect/Program Manager (Master Data Management / Identity and Access Management/Data Warehouse)

- Provide Transformational Change leadership within Enterprise Data functions
- Work collaboratively with other Business Transformation Leads team members (CA, Sales, CVCM, CSSO, P&D) to develop standardized processes, learning metrics, and alignment with BIDS strategies
- Partnered with cross functional IT and business leadership to deliver Enterprise Data Services integrated with key systems such as Sales Force, Oracle ERP, and HR systems across the enterprise.
- Envisioned and lead future of Cisco Enterprise Customer Account track.
- Managed end-to-end ownership responsibility for customer account management with multiple tracks.
- Managed projects/programs providing SOA services to support Cisco's Commerce Platform (\$43billion/year). Provided SME level knowledge of business process integration with clients.
- Managed communication with project teams, stakeholders, management.
- Handled all aspects of project/program management. Developed project plans, budget, risk analysis, business and IT solutions, change control and issue resolutions.
- Mentored and managed 21 direct reports including project managers, business and IT analysts, development and QA engineers.

Hewlett Packard, Palo Alto, CA

2002 • 2006

Project Manager (HP.com)

- Performed as single point of contact working with cross functional teams between project managers, business (operations, finance, marketing), development (engineering, IT), and training teams.

- Gathered business requirements and transferred them in Business Requirement Document (BRD), functional specifications, mock ups, and process flow diagrams using Visio.
- Collaborated with the design and development team to develop and implement the business processes for various areas of operations.
- Manage the data integrity process and maintained open communication with all section owners and administrators
- Develop/Enhance project process improvements and flows to meet business needs
- Develop and support HP.com Web Standards sites
- Review and consult documents for compliance and tracked the compliance status in a database
- Point of contact to provide 2nd level support to section owners and administrators regarding the database, compliance, and exceptions processes
- Edit, deploy, and verify Gateway pages for all of HP.com
- Generate metrics and reports as needed from Publishing Interface
- Create, negotiate, document and communicate support flows between business groups

Intel – Intel Online Services, Santa Clara, CA

2000•2002

Technical Account Manager

- Managed 10 multi-millions dollars strategic customer accounts.
- Implemented technical integration and modification, such as high-speed networking, firewall, global load balancing, database replication, etc.
- Prepared and delivered quarterly Business Account Reviews.
- Performed pre-sales support, up-sells, quotes and emergency escalation support.
- Partnered with customer to identify hardware/software and service requirements for changes and upgrades, and provided valuable technical suggestions.
- Managed customer technical integration and modification utilizing cross-functional teams consisting of Network and System Engineers, Sales and Marketing.
- Monitor Service Level Agreement (SLA) performance, and recommend improvements.
- Facilitate the development, coordination, and documentation of new process, and the maintenance of process changes.
- Ensured ongoing customer satisfaction by proactively and consistently engaging with customers for account reviews, technical issue resolutions, and technical changes to existing infrastructure.

Verizon, Irving, TX

1995 •2000

Technical Account Manager

- Managed all aspects of networking, computers and databases functions within the Business Response Provisioning Center.
- Key contact for the MetaSolv Business Solution for the Network Services division.
- Administrator of MetaSolv Business Solutions application, Mainframe and Security provider for end-users nationwide.
- Maintained supports, and upgrades Oracle databases/applications to the latest release.
- Reviewed and made recommendations on Service Level Agreements for value added services
- Collaborated closely with internal users to gather and document internal business operating requirements.
- Development and deployment of new features and functionality.
- Debug and resolved technical problems from production support, new feature testing and production.
- Provided application expertise to the vendor to assist in the design and implementation of projects.
- Test and troubleshoot application issues, providing appropriate feedback to the development teams.

Other relevant experience

1991 • 1995

- Collaborated with development team to develop test plans and requirement validation matrices. Performed software testing.
- Managed project to reduce time required to designing, drafting and generating bill of materials from six months to one hour by automating entire process and developing supporting software.
- Supported SUNOS and Windows desktop environment.

EDUCATION/TRAINING

BA, Business Administration & Marketing, University of Texas at Arlington, Arlington Texas
Certified Stanford Program Management, Stanford Higher Education, Santa Clara CA

Professional Development: Proact Bronze Certification

AWARDS & AFFILIATIONS

- Multiple awards at Cisco for driving roadmap for MDM Customer accounts and managing multiple tracks.
- One Team Portfolio- North Star Recognition Award.
- Multiple Outstanding Achievement Recognition Awards from MDM - BIDS.