

SUMMARY/ OBJECTIVE

Senior Technical Program Manager with 10+ years leading cross-functional software initiatives in fintech and enterprise tech. Skilled in cloud systems (AWS, Azure), AI/ML, and SaaS platforms. Proven track record of managing \$15M+ annual portfolios, aligning tech with business needs, and delivering results on time and under budget.

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|--|----------------------------------|-----------------------------------|
| - Program/Portfolio/Project Management | - AI/ML/NLP | - Asana/ADO/Jira/MS Project |
| - Agile Scrum Leadership | - SaaS | - VS Code/Visual Studio |
| - AWS/Azure/GCP | - Power BI/Tableau | - C#/Python/PHP/JavaScript |
| - Postman/API | - Vendor Management/Negotiations | - SOC Type II Creation/Management |

PROFESSIONAL EXPERIENCE

New American Funding

Sr. Technical Program Manager

Remote/Tustin, CA | 4/2023 - end date

- Led strategic programs for AI-powered digital platforms, achieving a 40% enhancement in customer experience and accuracy while realizing over 40 hours/week in manual effort savings; managed a team of 10 direct reports and 75-100 indirect contributors across engineering, product, and operations.
- Defined and implemented Agile governance structures across business units, making sure that all responsibilities and accountabilities were assigned with no overlap. This all resulted in a 40% reduction in delivery cycle times and elevated alignment with enterprise objectives.
- Managed cross-functional dependencies over engineering, compliance, product, and security teams to ensure consistent delivery of business-critical programs within an annual budget of \$13 million.
- Defined and implemented Agile governance structures across business units, ensuring clear role delineation through a formal **RACI framework** (Responsible, Accountable, Consulted, Informed); efforts eliminated redundancy and improved accountability across stakeholder groups.
- Delivered clear, data-driven updates to executive stakeholders, effectively communicating risks, trade-offs, and success metrics aligned with organizational priorities.
- Supported cloud identity and access initiatives, integrating AI into IAM/Azure workflows to enhance platform automation and security.

MortgageHippo/Revvin

Technical Operations Manager

Remote/Chicago, IL | 06/2018 - 04/2023

- Oversaw platform-level programs, including a full AWS migration that improved system performance by 50% and enhanced overall service delivery; led a team of 6 direct reports and 45 cross-functional contributors spanning engineering, product, and operations.
- Introduced Agile and project management frameworks, reducing project lead times by 30% while supporting scalable SaaS operations.
- Ensured SOC2 Type 2 compliance across all programs, aligning security and regulatory requirements with product delivery goals.
- Instituted bi-weekly cross-functional meetings with product, engineering, and security teams, surfacing 15+ critical operational risk factors and resolving 90% within one week of identification.
- Managed a \$10M annual program budget, optimizing resource allocation across engineering, cloud infrastructure, and third-party integrations to ensure delivery within scope and timeline.

Axia home Loans

Director of Technology

Remote/Bellevue, WA | 10/2015 - 06/2018

- Led digital transformation initiatives, including cloud migrations to AWS and Azure, resulting in enhanced uptime, scalability, and operational efficiency; managed a \$10M annual technology budget to support modernization and infrastructure improvements.
- Spearheaded the development of an internal Loan Originator platform that streamlined workflows, reduced manual processing, and enhanced end-user productivity across the organization.
- Designed and implemented executive-level Power BI dashboards to provide real-time visibility into business operations, significantly improving decision-making speed and accuracy.
- Directed a team of 7 direct and 40 indirect reports, including engineers, PMs, and analysts, aligning execution with business goals and increasing release velocity by 30%.
- Managed vendor evaluation, selection, contract negotiation, and ongoing relationships to ensure delivery quality, cost-effectiveness, and strategic alignment; leveraged Vendr to streamline SaaS procurement, track renewals, and optimize spend across the technology stack.

Director / VP Roles

Big World Consulting, CollisionSync, Teradata | 2011 – 2015

- Directed cloud strategy and infrastructure modernization projects for mid-market clients at Big World Consulting, leading initiatives that improved scalability, reduced infrastructure costs, and prepared legacy systems for SaaS transformation.
- Led cross-functional SaaS product teams at CollisionSync, delivering customer-facing platforms that enhanced user experience and accelerated partner onboarding across insurance and auto-repair verticals.
- Managed globally distributed teams and complex vendor ecosystems at Teradata, overseeing multimillion-dollar service agreements, coordinating delivery across regions, and ensuring vendor compliance with SLAs and security standards.

EDUCATION

California Polytechnic University - Pomona • BSBA - CIS

ADDITIONAL ACHIEVEMENTS

PMP • PMI certification * Valid - 03/2026

Generative AI • Certificate LinkedIn Learning

AI Driven Project Management Techniques * Certificate LinkedIn Learning