

**May 2011- Present: Principal Program Manager/ Developer Relations – BRS Virtualization Group, EMC Corporation**

Overseeing joint development program between EMC and VMware including engineering to engineering relations, setup of global support and development/implementation of PMO level agile practices.

- Improved development efficiency by establishing first EMC onsite program management presence at VMW.
- Created better product feedback loop to offload overtaxed Product Management by taking on Product Owner duties.
- Enabling future projects to move from concept to ship faster by establishing joint EMC/VMW best practices.
- Improved internal communication and reduced churn by implementing agile level management practices.
- Leading creation of first of its kind joint support model to allow EMC and VMW to share support cases for new product.

**Feb 2010- May 2011: Senior Program Manager – Branded Product Group, Hitachi Global Storage Technologies**

Directed Program Management for Hitachi GST's consumer products group. From oversight and management from strategic portfolio management to individual project releases.

- 700% increase in projects run per quarter by implementing agile program management and communication model.
- Facilitated portfolio level design meetings to create strategic and competitively differentiated roadmap.
- Guided product team through creating user stories and ordered product backlog to drive product development.
- Shipped new product in less than two months by organizing internal and external development in tight iteration loop.
- Took over failing project, managing it to a successful release that was named a Consumer Digest best buy.
- Reduced cross department re-work and missed deliveries after rolling out a new communication plan.
- Rolled out formal change control allowing projects to remain agile while still meeting strict quality engineering guidelines.

**Feb, 2008- Nov, 2009: Senior Project Manager, Support Readiness, VMware Software**

Managed end-to-end support readiness initiative for VMware vSphere 4.0, ensuring global support was ready for the release, including web presence, support models, training coordination, technical roll out, validation, and IT integration.

- Created and lead process team that delivered 100% readiness of Global Support for vSphere 4.0 release.
- Increased company Customer Satisfaction score by leading global readiness program.
- 90% of all technical support risk, for release, tracked and mitigated through creation of a risk management system.
- Delivered Cisco Nexus support program in six weeks instead of standard six months using agile processes.

**Feb, 2002 – Feb, 2008: Senior Program Manager, Symantec Corporation (formerly VERITAS Software)**

Managed global support project planning for multiple worldwide, enterprise releases. Took corporate plans and release data and converted them into comprehensive release strategies for the global support team.

- Improved product supportability by fostering new communication channels to engineering.
- Streamlined global support reporting by working with stakeholders to create unified and easy to use templates.
- Reduced support exception process from 30 days to 14 days by implementing an incremental improvement process.
- Mentored department new hires, earning the trust and respect of co-workers and creating a more unified department.

**Sept, 1999 - May 2001: Product Manager, Openwave Systems (Formerly Phone.com)**

Product manager for MyPhone global service, an early innovator in mobile portal technology. Prime driver in voice technology program, performing market research, competitive analysis and creating a global business plan for roll out of voice services.

- Implemented internal website for voice platform, including training presentations, and document archives.
- Executed a successful product ship under tight deadlines by organizing team and resources on a single plan.
- Created end-to-end voice technology business plan to allow business to move into new market.

**Aug, 1994 - Sept, 1999: Product Manager, General Magic, Inc.**

Worked on the Portico Virtual Assistance Service, a first of its kind voice based system. Developed business cases & features, customer surveys and managed focus group meetings. Collaborated with development teams to drive products to release.

- Generated positive company press through my product presentations to analysts and press.
- Improved first touch customer response by 60% by initiating cross-functional, daily stand-up style meetings.
- Earned trade show attendee and management praise for my hand built product demos.

**Professional Certifications**

**Agile Certified Practitioner (PMI-ACP)**, Project Management Institute

**Certified Scrum Professional (CSP)**, Scrum Alliance

**Certified Scrum Master (CSM)**, Scrum Alliance

**Certified Scrum Product Owner (CSPO)**, Scrum Alliance

**Certified Project Management Professional (PMP)**, Project Management Institute