### **SUMMARY**

Results-driven leader with 15+ years of experience in digital process optimization, technical program management, and cross-functional collaboration. Proven expertise in driving operational efficiency, improving customer experiences, and delivering measurable results in high-volume, fast-paced environments. Skilled in utilizing data analytics, agile methodologies, and process improvement techniques to enhance digital operations. Adept at leading cross-functional teams, managing complex initiatives, and resolving ambiguous challenges.

### **SKILLS**

- Project Engineering Leadership
- System Design & Optimization
- Customer Requirements Analysis
- Risk Assessment & Mitigation
- Cross-Functional Team Leadership

- Process Improvement & Innovation
- Technical Oversight & Compliance
- Stakeholder Collaboration
- Industry Standards (UL, IEC, IEEE)
- Manufacturing Operations Excellence

### **EXPERIENCE**

# Senior Technical Program Manager / Workiva

03/2022 - Current

- Directed global technical programs, ensuring alignment with business goals and customer requirements to deliver innovative solutions.
- Led cross-functional teams to execute large-scale projects, optimizing workflows and delivering results within budget and timelines.
- Developed and implemented risk analysis frameworks to enhance project predictability and mitigate technical challenges.
- Deployed data-driven strategies for resource planning, improving operational efficiency by 20%.
- Collaborated with internal and external stakeholders to ensure solutions aligned with customer needs, enhancing satisfaction and operational efficiency.
- Designed scalable workflows and processes to support global program expansion, improving consistency and reducing delivery time.
- Partnered with engineering teams to integrate new tools and technologies into operational frameworks, enhancing productivity and user experience.

## **DIRECTOR OF IT / BOWMAN GROUP**

04/2020 - Current

- Managed end-to-end execution of multi-year technology roadmaps, driving innovation across manufacturing and operational processes.
- Championed the adoption of standardized practices, enhancing consistency and reliability in project execution globally.
- Fostered team development through mentoring, creating a high-performing team culture focused on operational excellence.
- Delivered transformative solutions that improved system reliability and reduced operational costs by 25%.
- Conducted cost-benefit analyses for technology investments, identifying opportunities to reduce operational

- expenses by 15% while maintaining quality standards.
- Facilitated alignment workshops across global teams to standardize methodologies, improving cross-departmental collaboration and communication.
- Developed structured onboarding and mentorship programs to retain top talent and improve team cohesion.

## PROJECT & PROCESS IMPLEMENTATION MANAGER / Volvo Group Trucks - CVA U.S.

05/2017 - 03/2020

- Directed cross-functional engineering teams to implement innovative solutions, improving manufacturing efficiency across global facilities.
- Aligned business practices with global manufacturing standards, ensuring compliance with all regulations.
- Led global technology transfers and process improvements, reducing project delivery timelines by 25%.
- Established risk management protocols to address potential delays and improve project reliability.
- Collaborated with advanced engineering teams to deploy cutting-edge technologies in manufacturing environments.
- Designed and executed training programs to upskill manufacturing teams, ensuring smooth adoption of new technologies and practices.
- Collaborated with product development teams to integrate advanced manufacturing systems, resulting in a 15% reduction in production downtime.
- Managed supplier relationships to streamline the procurement process, ensuring alignment with project timelines and quality standards.
- Implemented real-time data tracking systems, improving visibility into factory operations and enabling faster decision-making.

### **EDUCATION**

## **DOCTORATE OF MANAGEMENT**

2020

University of Maryland Global Campus (UMGC)

### MASTER OF BUSINESS ADMINISTRATION

2016

University of Maryland University College (UMUC)

## MASTER OF INFORMATION SYSTEMS AND SERVICES

2015

University of Maryland University College (UMUC)