

PROFESSIONAL SUMMARY

Seasoned Program and Project Manager with 15+ years of proven success in managing Cloud Solution Architecture & Migrations, AI-based GRC/Cyber Security Programs, ERP and CRM Implementations, Core Banking System Migrations, and Digital Transformation Initiatives. Certified SAFe 6 Release Train Engineer (RTE), Scrum Master (SMC), and Certified Product Owner (CSPO) with expertise in agile coaching, portfolio management, and delivery leadership. Proven track record in leading global, cross-functional teams across banking, finance, healthcare, automotive, and tech sectors.

CORE COMPETENCIES

- **SAFe® SPC 6.0**, Release/Solution Train Engineering
 - **Agile Transformation**, Scrum Master, Agile Coach, DevSecOps
 - **PMO/VMO Management**, Kanban, Jira, Clarity, ServiceNow, Anaplan
 - **Financial Planning & Budgeting**, CapEx/OpEx, SAP Ariba, Forecasting
 - **ERP/CRM Implementation**, Salesforce, Oracle Hyperion, SAP Concur
 - **Cloud Migrations**: Kubernetes, AWS, Azure, SAP CPI-DS
 - **Data Tools**: SQL Server, Snowflake, Informatica, SAP HANA, Python
 - **Programming**: VB.Net, JavaScript, C++, HTML/CSS, VBA
 - **Reporting**: Excel PivotTables, Power BI, Power Apps, Power Automate
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PROFESSIONAL EXPERIENCE

KLA Corporation (via LanceSoft), Milpitas, CA

Senior Program Manager / RTE / Tool Architect / Agile Delivery Lead

Aug 2021 – Present

- Lead full project lifecycle management for complex, multi-million-dollar cloud, ERP, AI, GRC, and core banking projects.
 - Define program governance structures, align project objectives to business strategy, and oversee project portfolios (Cloud Migrations, Digital Transformation, AI-based Cyber Security).
 - Managed budgets (CapEx/OpEx), create financial forecasts, and oversee risk, quality, and vendor management processes.
 - Facilitated Program Increment (PI) Planning, Scrum of Scrums, and Inspect and Adapt workshops for Agile Release Trains (ARTs).
 - Enabled Lean Portfolio Management (LPM) practices and value stream alignment.
 - Own product vision, roadmap, and backlog for Cloud, Data Analytics, GRC, Core Banking, and ERP systems.
 - Translated business needs into detailed user stories, acceptance criteria, and technical requirements.
 - Handled multimillion-dollar cybersecurity budgets, ensuring optimal allocation for tools, licenses, and professional services.
 - Implement Agile best practices for DevSecOps, Financial Planning tools, Core Banking Upgrades, and Data Migration projects.
 - Agile Transformation (SAFe 6 SPC Certified) and Organizational Change Management (OCM – ADKAR methodology)
 - Delivered multiple SAFe responsibilities as SPC Trainer, RTE, PO, PM, Scrum Master.
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Comerica Bank (via Apexon), Auburn Hills, MI

Senior Project Manager / Scrum Agile Delivery Lead

Apr 2021 – Jun 2021

- Delivered enterprise implementations of SAP S/4HANA, ServiceNow, Salesforce, Oracle EPM, and Workday solutions.
 - Spearhead core banking system migration projects (e.g., Oracle Flexcube), ensuring compliance, risk mitigation, and successful go-live.
 - Coached Scrum Masters, Product Owners, and Agile teams on SAFe principles to improve delivery maturity and predictability.
 - Lead cybersecurity project portfolio governance to ensure alignment with organizational security strategy, risk appetite, and regulatory frameworks
 - Drove synchronization across Agile teams, manage dependencies, and remove systemic impediments to flow.
 - Integrated cloud platforms and on-premises solutions using SAP CPI-DS, AWS, Azure Kubernetes, APIs, and custom-built integrations.
 - Developed tools, scorecards, automation scripts (Excel VBA, Anaplan), and advanced dashboards (Power BI) for portfolio and project tracking.
 - Promoted continuous improvement through Agile metrics, coaching, and facilitation techniques.
 - Implemented Agile best practices for DevSecOps, Financial Planning tools, Core Banking Upgrades, and Data Migration projects.
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Ford Motor Company (via TEKsystems), Dearborn, MI

Financial Portfolio Manager – \$30M eCommerce DevSecOps Program

Sep 2020 – Mar 2021

- Managed end-to-end financial operations for a \$30M eCommerce DevSecOps portfolio, ensuring alignment with enterprise Agile delivery standards.
 - Led project budgeting, quarterly forecasting, and financial tracking across multiple Agile teams utilizing SAP, Clarity PPM, and Rally (Agile Central) systems.
 - Designed and implemented advanced tracking tools using Excel VBA and Alteryx workflows to streamline Purchase Order (PO) management, Statement of Work (SOW) tracking, burn-down reporting, and resource allocation analysis.
 - Monitored cybersecurity projects across business units, ensuring maximum ROI and risk mitigation.
 - Provided financial visibility and accountability by preparing and presenting monthly, quarterly, and annual financial reports to executive stakeholders.
 - Collaborated with cross-product delivery teams to identify financial risks, resolve cost variances, and ensure compliance with corporate financial governance.
 - Established robust cost controls, optimized funding utilization, and reduced financial discrepancies across Agile programs.
 - Acted as financial liaison between Portfolio Management, Business Owners, and Program Teams, ensuring accurate CapEx and OpEx forecasting.
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Blue Cross Blue Shield of Michigan (via OpTech), Detroit, MI

IT Delivery Project Manager – KPI Dashboard & Audit

Mar 2019 – Aug 2020

- Led the design, development, and implementation of executive dashboards to track Finance, Service Level Agreements (SLA), and Audit KPIs, providing real-time visibility into operational performance.
- Collaborated with Finance, Compliance, and IT leadership to define key performance indicators and reporting requirements aligned to organizational goals.
- Supported Agile and SAFe transformation initiatives by facilitating Scrum ceremonies, backlog grooming, and PI planning events for IT delivery teams.
- Engaged directly with key stakeholders across business and IT units to manage change requests, communication plans, and adoption of Agile delivery practices.

- Ensured strict adherence to corporate policies, IT governance standards, and audit requirements across all phases of project delivery.
 - Implemented reporting frameworks and delivery metrics to improve transparency, accountability, and operational decision-making.
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Pathway Global LLC, Canton, MI

Senior Program Manager / RTE / Tool Architect / OCM Leader

Dec 2015 – Feb 2019

- Established PMO and VMO (Value Management Office) structures from the ground up, defining governance frameworks and delivery models to support large-scale Agile transformation programs.
 - Designed and implemented Agile training programs, coaching and mentoring global Agile teams across 18 countries, significantly increasing agile adoption and delivery performance.
 - Coordinated with compliance, audit, and InfoSec teams to ensure cybersecurity programs support GDPR, HIPAA, CCPA, and PCI-DSS requirements.
 - Led multiple Agile Release Train (ART) launches, overseeing Program Increment (PI) planning, team synchronization, risk management, and delivery roadmap execution.
 - Developed portfolio forecasting models and implemented standardized tool frameworks using enterprise solutions (ServiceNow, Rally, Jira, Clarity) to improve visibility, tracking, and reporting.
 - Facilitated organizational change management (OCM) efforts, improving stakeholder engagement, leadership alignment, and change adoption across business and IT units.
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TAIB, Brunei – ASEAN Region

IT PMO – General Manager (GM)

Nov 2014 – Dec 2015

Led a 55-member international team through successful Oracle Flexcube core banking transformation in 7 months.

- Led a 55-member international team to successfully deliver Oracle Flexcube core banking transformation within 7 months, accelerating project recovery and delivery timelines.
 - Reengineered a previously troubled Silverlake-to-Oracle Flexcube migration, managing a \$15M PMO department comprising 15 functional managers and multiple global vendors.
 - Oversaw planning, execution, and delivery of over 30 infrastructure, core banking, and financial application projects, resulting in a 20% cost reduction through optimized vendor management and resource planning.
 - Directed AGILE-based core banking implementation activities, including Data Migration, System Integration Testing (SIT), User Acceptance Testing (UAT), and Business Simulation to ensure seamless go-live.
 - Built and enforced governance frameworks to drive cross-functional coordination, risk mitigation, audit compliance, and timely project signoffs.
 - Cultivated a high-performance culture through targeted training, team-building initiatives, and motivational leadership practices.
 - Managed global vendors such as Oracle, IBM, and Euronet for timely procurement, implementation support, and security compliance.
 - Provided technical leadership in SQL database management, ERP system operations, and ETL data mining to support business and IT functions.
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INDRA (Financial IT Solutions), Madrid, Spain / Malaysia

Global Head – Ethical Banking (IB) Practice

Jan 2014 – Oct 2014

Pioneered FinTech ethical banking IT service offerings and platform development.

- Pioneered the development and launch of FinTech ethical banking IT service offerings, serving a \$4B international banking group.
- Designed IT product strategies, delivered customized core banking solutions, and led Salesforce-based SaaS integrations to expand platform capabilities.
- Directed a 20+ member development team across design, change management, software testing, quality assurance, and deployment of banking modules.

- Led strategic alliance-building initiatives and customized ethical finance modules using the ITECBAN core banking platform.
 - Represented the organization at global financial technology conferences, presenting thought leadership on ethical banking innovation and digital transformation.
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Freelance Consultant – UAE, Oman, KSA

Salesforce Developer / Consultant

Oct 2013 – Dec 2013

- Delivered enterprise-scale Salesforce (SFDC) configurations, custom developments, and deployment services to large clients in the Middle East.
 - Designed, developed, and deployed scalable Salesforce features supporting over 4,000+ end users.
 - Created detailed user stories, performed end-to-end testing, and documented technical configurations to support sustainable system maintenance and client adoption.
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Alinma Bank, Riyadh, KSA

AGM – Head of Product & Services Development Division

Jan 2013 – Sep 2013

- Spearheaded the IT implementation for the \$5B bank's Product and Services Development division, overseeing the execution of 10 major programs and 30+ concurrent projects.
 - Led the development of key strategies in financial services, mobile banking, and ATM solutions, ensuring alignment with business objectives and customer needs.
 - Formulated comprehensive business cases for new initiatives and drove quality assurance processes to enhance service delivery.
 - Innovated and implemented internal tracking systems to streamline IT project management, enhancing visibility, accountability, and performance across all projects.
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Crowe Horwath, Dubai, UAE

Faith-Based Banking Consultant

Jun 2012 – Dec 2012

- Directed IT implementation for the \$5B bank's PSD division, managing 10 programs and 30+ projects.
 - Delivered strategies in mobile banking, ATM systems, and business case development for financial services.
 - Pioneered internal tracking systems for IT project management to enhance operational efficiency.
 - Authored several industry articles and presented at global finance conferences, shaping the future of ethical banking solutions.
 - Leading core banking migrations with seamless integration into modern digital platforms.
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ADCB Bank, Abu Dhabi, UAE

AVP – Head of Financial Product Development & Segmentation

Apr 2008 – May 2012

- Directed the development of ethical finance products and managed the full IT implementation cycle, ensuring seamless integration of business needs with technology.
- Launched 15+ product offerings targeting various wealth tiers, enhancing the bank's product portfolio and customer base.
- Led key initiatives in Salesforce integration, SQL/ERP/ETL-based Business Intelligence (BI), and data mining, optimizing financial analysis and reporting capabilities.
- Honored with the ADCB "High Performance Culture" Award for excellence in project delivery and organizational impact.
- Recognized with the prestigious ADCB "High Performance Culture" Award, an acknowledgment of my ability to drive high-impact projects, innovate, and foster a collaborative and high-achieving team environment.
- Collaborated closely with senior leadership to align product development strategies with the bank's overall business goals, ensuring the successful delivery of strategic initiatives within budget and timeline.

Mashreq Bank, Dubai, UAE

AVP – Product Manager

Jul 2006 – Mar 2008

- Played a key role in the launch of Badr Finance Co., contributing to the product's market positioning, feature set, and strategic alignment with customer needs.
 - Managed the entire product lifecycle, including overseeing regulatory approvals, coordinating core banking IT systems integration, and ensuring comprehensive User Acceptance Testing (UAT) to guarantee product functionality and compliance.
 - Implemented Management Information System (MIS) reports, enabling senior management and stakeholders to gain deeper insights into product performance, customer behavior, and operational efficiency.
 - Focused on improving deposit performance metrics, implementing strategies that increased overall deposit growth and strengthened customer retention.
 - Worked closely with cross-functional teams, including legal, compliance, IT, and marketing, to ensure all product offerings adhered to local regulations and met customer expectations.
 - Optimized processes and systems, leading to improved operational efficiency and product performance across the bank's portfolio.
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Guidance Residential LLC (GFG), Reston, VA, USA

Founding Manager – National Sales & FL Region

Nov 2001 – May 2006

- Pioneered the launch of the ethical mortgage solutions industry in the United States, originating a \$40M+ mortgage portfolio and setting new industry standards for faith-based, ethical financing models.
 - Established and managed the company's National Call Center, ensuring scalable growth and operational excellence; successfully launched and expanded the company's presence into the Florida market, securing significant regional market share.
 - Led the CRM development initiative, building customized systems to manage leads, customer relationships, and sales processes, resulting in enhanced client engagement and streamlined sales operations.
 - Developed and conducted educational programs promoting ethical mortgage practices, including seminars, workshops, and public speaking engagements targeting both consumers and industry professionals.
 - Cultivated strong multicultural client relations, building trust across diverse communities and driving customer loyalty through tailored financial solutions.
 - Provided real estate investment consulting and conducted training programs on ethical mortgage processes, equipping teams and partners with tools to better serve niche markets while maintaining compliance and ethical standards.
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BNFL, SAIC, US-DOT, and US-DOE – Virginia, USA

Systems Developer / IT Consultant / Product Manager / IT Programmer

01/1997 – 10/2001

Technologies: VB.NET, MS Access, Oracle, SQL Server, HTML, ASP, VBScript, Visual Studio

Methodology: SDLC – Waterfall

- Designed and implemented a decision tree system utilizing Visual Basic ActiveX technology, supporting the Environmental Risk Analysis System for operational research analysts within federal projects.
 - Created custom tree view controls, performed schema design, scenario analysis, and probability mapping using MS Access as the backend database, streamlining complex environmental decision support workflows.
 - Authored comprehensive end-user documentation and delivered post-deployment support for environmental decision support systems, ensuring system usability and long-term adoption.
 - Developed a budget formulation client/server database application for the U.S. Department of Education (DOE) using VB 6.0 and SQL Server 7, strictly adhering to the 6-step Waterfall SDLC methodology.
 - Delivered a modular system consisting of six interconnected components under a unified desktop GUI, significantly improving budget planning, forecasting accuracy, and interdepartmental collaboration.
 - Led web development and content publishing initiatives using Microsoft FrontPage, HTML, VBScript, and ASP, enhancing internal portals and administrative tools for federal clients.
 - Technologies used: VB.NET, MS Access, Oracle, SQL Server, HTML, ASP, VBScript, Visual Studio.
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EDUCATION:

MBA – International Finance & IT Project Management

The George Washington University, Washington, DC

BBA, Marketing Communications

IBA University

CERTIFICATIONS

- Certified **SPC SAFe® 6.0** (Scaled Agile Framework Practice Trainer & Consultant)
- **AI / ML for VMO/PMO** (Udemy)
- Certified **SAFe® Scrum Master** (Verify: <https://www.credly.com/go/xH9qk5bg>)
- **Authorized Bankers Academy** & Euro Money Trainer
- **PMP (Agile /Scrum)** Certificate- Career Academy, USA
- **Business Analyst** Certificate – GIT, Detroit, MI, USA
- **IT Certificates (Visual Studio, Oracle, Web Dev, MS Office)** - ITAT, Virginia, USA
- **Mortgage Underwriting & Freddie Mac LP Certificate - NMLS SAFE MLO License (RESPA/AML)**
- **MS Azure/AWS Cloud, POPM (Product Owner/Product Manager) and Snowflake (Brillio)**
- **Structuring Bond Transactions and Capital Markets by SHAPE**, Dubai, UAE
- **Financing Product Development Certificate**, Mashreq, Dubai, UAE
- **Investment Fund Products Training Certificate, IIR**, Dubai, UAE
- **MS SharePoint, MS Project, PPM, MySQL** (Udemy and On-The-Job)