



## PROJECT | PROGRAM MANAGEMENT LEADER

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### EDUCATION

**Bachelor's degree**  
Mount Washington College, 2004  
Business Administration  
Marketing

**Associate's degree**  
Mount Washington College, 2002  
Marketing Creative  
E-commerce

### CERTIFICATIONS

- Project Management Professional (PMP)
- PMI Agile Certified Practitioner (PMI-ACP)
- Certified Scrum Product Owner (CSPO)
- Certified Scrum Master (CSM)
- Google Digital Marketing & E-commerce Certificate
- CSCMP Supply Chain Certifications:
  - Procurement
  - Demand Planning
  - Inventory Management
  - Supply Chain Essentials

### EXECUTIVE LEADERSHIP COMPETENCIES

- Enterprise Program Management
- Strategic Portfolio Management
- Digital Transformation Leadership
- Cross-Functional Executive Alignment
- Technology Platform Implementation
- PMO Governance & Program Strategy
- Enterprise Risk & Change Management
- Operational Efficiency Optimization
- Vendor & Partner Ecosystem Management
- Data-Driven Decision Making

### SUMMARY

Enterprise program leader with 12+ years of experience delivering large-scale digital transformation, technology modernization, and supply chain initiatives across global organizations. Proven track record managing multi-million-dollar programs impacting billions in revenue, aligning cross-functional teams across product, engineering, operations, and executive leadership.

Expert in enterprise program governance, Agile delivery frameworks, digital commerce ecosystems, and enterprise platform modernization. Recognized for building scalable program structures, delivering complex initiatives on schedule, and translating strategic business goals into measurable operational outcomes.

### PROFESSIONAL EXPERIENCE

#### Program Manager – Enterprise Technology Strategy

##### Restaurant Supply Chain Solutions (Taco Bell) | JUN 2024 – present

Lead enterprise technology and operational programs supporting 7,800+ Taco Bell locations generating \$14B+ annual revenue.

#### Impact

- Direct enterprise supply chain programs improving demand forecasting and operational performance
- Manage \$100M–\$200M inventory strategy initiatives across national distribution programs
- Lead cross-functional teams across supply chain, R&D, marketing, operations, and vendor partners
- Oversee 10–20 national product launches and promotional programs annually
- Develop strategic technology roadmaps aligning operational systems with enterprise growth objectives
- Present program performance metrics, risks, and strategic recommendations to senior leadership

#### Digital Program Manager – eCommerce & Platform Strategy

##### EQUES Media | MAY 2017–Present

Lead digital commerce strategy, technology initiatives, and marketplace growth programs.

#### Impact

- Delivered 20+ digital platform initiatives, including Shopify, Wix, and Magento implementations
- Increased eCommerce conversion 25% and repeat purchase rates 30% through UX and customer journey optimization
- Implemented analytics-driven optimization increasing average order value by 20%
- Reduced project delivery timelines 15% through Agile program execution and vendor coordination
- Managed platform integrations across payments, logistics, and marketplace ecosystems



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### Digital Transformation Program Manager

First American Title | JUL 2022– DEC 2023

Led enterprise digital initiatives for property data technology platforms.

#### Impact

- Delivered digital transformation programs improving operational efficiency 25%
- Led product initiatives reducing data delivery time 30%
- Secured \$10M program funding through financial modeling and business case development
- Increased enterprise platform adoption across 50+ enterprise clients

### Product Owner, Technology Product Management

loanDepot | FEB 2017– MAY 2022

Defined and prioritized product development initiatives to enhance technology solutions and user experience.

#### Impact:

- Managed product backlog, ensuring seamless product performance and implementation.
- Conducted user behavior analysis, identifying opportunities for product optimization.
- Collaborated with UI/UX teams to enhance usability through wireframes and design improvements.

### Program Management (PMO)

Oversaw large-scale program management initiatives related to credit risk and loan performance, ensuring operational compliance and efficiency.

#### Impact:

- Managed 50+ strategic applications, overseeing risk assessment, resolution, and compliance.
- Led data analytics and reporting to monitor credit quality and portfolio performance.
- Supervised cross-functional teams, managing escalations, policy exceptions, and process improvements.

### Project Manager, Enterprise Corporate Strategy

#### Impact:

Led enterprise project initiatives, ensuring alignment with corporate strategy and business goals.

- Prioritized and strategized business initiatives to support enterprise and joint venture goals.
- Developed and maintained comprehensive project plans, ensuring successful execution.
- Identified project risks and escalated critical issues to maintain project momentum.

### Earlier Career

- Senior Web Application Project Manager – Modus Group
- Web Application Project Manager – Eyemagine
- Support Manager – Sulzer Mixpac
- Stockbroker | Operations Specialist – Fidelity Investments