Jim Hodgen – Experienced Technical PM [jhodgen1351@gmail.com](mailto:jhodgen1351@gmail.com) 206-683-8573

**Program Management Experience Summary**

Strong program build and launch experience over the last 13 years

* **Programs with UX responsibility**
  + MS IT CRM, Nordstrom, Webfortis, Phytel, Dendreon, Ravenflow, Humana, Starbucks
* **Programs over $2M**
  + Webfortis, Phytel, Humana, Dendreon, Symbol
* **Programs with Cloud Deployments**
  + Nordstrom, Getty, Microsoft OneDeploy, Amazon, Phytel, Ravenflow, Dendreon
* **Programs with budget accountability**
  + Webfortis, Amazon, Phytel, F5, Ravenflow, Humana, Dendreon, Symbol Technologies, Pechiney
* **Programs with Product Definition Responsibility**
  + Nordstrom, Webfortis, Getty, Amazon, Revenflow, Humana, Dendreon, Starbucks, T-Mobile, Pechiney

**Program Management**

Successfully delivered programs for DevOps and Livesite services by creating and delivering solution architectures and translating them into portfolio components (i.e. Experiences/Scenarios/Epics/Features) then mapping more detailed requirements to the strategic backlog elements to allow for a planned and predictable series of scrums and sprints that allow visibility and predictability for the product owners and a clean stream of well-designed and well documented stories for the Sprint teams.

Extensive experience working as the voice of the customer in diverse from Agile Product Owner or Product Rep roles to actual Product Management with Marketing and P&L responsibilities. Deep experience with result visioning and tradeoffs, team-building and driving completion efforts on ‘greenfield’ and ‘inline fix’ projects. Successfully assumed responsibility for stalled or struggling large projects and get them back on track by re-energizing the stakeholders through facilitation and re-committing to the benefit/cost tradeoffs and by helping the project team deliver to the re-baselined or re-emphasized metrics.

9+ years of experience with TFS (4 with VSO) on project/program/portfolio levels, have configured and used TFS for 4+ level backlog hierarchies and configured and deployed TFS KanBan features. Used VSO/TFS in over 20 projects including teams some with over 60 contributors. Over 4 years Jira projects and portfolios.

**Certifications**

Certified Scrum Master PSM1 Scrum.org <https://www.scrum.org/certification-list>

**Microsoft IT – CRM Greenfield Implementation Agile Product Owner / Agile Coach Dec ’16 – Present**

Takeover major (20+ dev/test) systems implementation as onshore Scrum Master-Product owner rep. Make up missed design sprint, bring offshore team into continuous deployment cadence, build solution architecture & design, create both portfolio and sprint backlogs, instantiate in VSO, align Spaces/Epics/Features with Sprint cadence, drive scrum.

**Nordstrom IT – Data and Services Agile Product Owner Jul ’16 – Oct ‘16**

Take over section of Master Data Services on monthly release cadence, Product Owner for API maintenance and refactor, development of Master Data Browsing and editing tools, audits of dependent systems, 6 month backlog

**WebFortis – MS CRM Implementation Enterprise PM / Agile Coach Jan ’16 – Jun ‘16**

Take over $1.9M MS CRM program-(3 PM’s in 5 months/60% of budget spent for 35% deliverables complete) Implement TFS-based Agile/Kan-Ban, focus backlog into epics with priorities, deliver 140% features on budget/on time

**Microsoft Windows Azure Sr. Technical Program Manager Apr’ 15 – Mar ‘16**

Plan and manage world-wide OS and subordinate system software deployments for public and national Azure clouds. Work with Dev groups to prioritize and execute investigation and mitigation of blocked deployments, work with LiveSite RCA call groups to handle customer outages, plan and manage non-automated/edge-case deployment scenarios. Manage certification planning, execution, verification and reporting for public and national clouds.

**Getty Images – Private Cloud and Storage Programs Forensic Agile Product Owner Jan’ 15 – Feb ‘15**

Product Owner for private Cloud. Audit backlog, align requirements from two development organizations to clarify requirements. Discover status from dev teams, report status, drive steering meetings/agendas, identify / manage risks.

**Microsoft – MCS IP Development PM & Agile Coach July ‘14 – Nov ‘14**

Program Management/Scrum Master support for 6 projects. Customized/rolled out Agile Processes to IP Development team, set up Training Program. PM’ed identification/conversion of existing Product Group Architecture deliverables for consulting programs for Datacenter Capacity Acceleration and Datacenter Architecture programs.

**Microsoft – Visual Studio Online LiveSite Technical Program Manager & Agile Coach Oct ’13 – June ‘14**

PM for App Insights feature of VSO, part of SD PM team that built processes and reports or incident management in online service, analyze, fix & map historical/current data collection to processes, automate status reporting

**Amazon – IT & Operations Process Enterprise Program Manager & Agile Coach May ’13 – Sep ‘13**

Cross-Functional Integration greenfield project requiring end-to-end analysis and plan development for upgrade and instantiation of new employee class on HR, timekeeping, Payroll, multiple security/badging/DC workstation operations and control systems. Created cross-functional plan with integration / functional tests. Created new processes in all subordinate functions, design and execute end-to-end functional/UAT phases. Deployed on time and without rollback.

**Microsoft – Royalties Processing Technical Program Manager & Agile Coach Aug ’12 – Apr ‘13**

Implement Agile processes/reporting and improve sprint task estimation/completion accuracy from ~40% to above 80% for Royalties processing system with inputs from over twenty different MS systems, upgrade SQL Server-based stored-procedure application. Plan tests, trial data migration and upgrade of the system for off-hours downtime.

**Phytel- Medical Provider Service Website P&L Accountable Delivery Manager & Agile Coach Oct ’11 – Oct ‘12**

Re-implement Agile processes, re-architect and train personnel on Agile development, create new backlog, create teams to execute sprints, create continuous build environment for commercial patient care/provider services website.

**F5 – Business Objects SKU-Channel Tracking & Reporting System Senior Program Manager Nov ‘11 – Feb ‘12**

Create new solution architecture for product flow-through tracking by SKU to tie in to corporate financials with tie to market-reported numbers. Reviewed schema/mapping, created validation query set, per-product views found major data consistency problems. Remediated with cloned additional universe and automated data scrubbing.

**Ravenflow Delivery Manager / Agile Coach Dec ’09 – Oct ‘11**

Develop team and infrastructure to port desktop applications to Azure Cloud. Build Product backlog with stakeholders, pass to full-time product owner. Build teams from scratch to two dev and one QA, build continuous integration infrastructure for team and deploy. Move team and product to continuous cloud deployment at launch.

**Humana Product Owner - Enterprise Program Manager 2009**

Take over as Program Manager for project with timeline, budget and scope deficits. 1000+ seat, fixed price delivery of Microsoft Dynamics CRM Sales Force Automation system to North American Commercial Health Care Insurance sales force. Planned UX upgrades from existing system to CRM-based replacement, data input and source analysis and ETL, functional buildout and testing and deployment/acceptance planning. Rebuilt baseline processes to align with organization’s new sales and customer service process.

**Dendreon Product Owner - Enterprise Program Manager 2008**

Agile Product Owner for large software project in regulated (Category 5 / GAMP 5) environment. Reorganized plan and team, focused methodology to complete iterative requirements/development sprints to close. Grew team from 3 to 29 in 2 1/2 months. Delivered system code-complete on time & under budget while adding SQA and testing to budget to support pre-validation and qualification.

**Starbucks Program Manager / Product Owner 2006 – 2007**

* Assigned mid-plan to portfolio of 6 direct and 2 indirect projects covering systems integration of newly acquired North China (Beijing) company. Instituted deliverable and scope management, created focused communications and plan-driven reporting standards. Capital budget ~4M/Expense budget ~7M,
* Oracle 11 ASCP implementation Program Manager in larger implementation. Developed work plans and adapted Accenture methodologies to deal with partially implemented modules, product line specific exclusions and manual methods not superseded by new system. Managed & integrated scope, deliverables, execution, and cross-functional integration.

**U. S. Air Force Sub-Contractor Process Analyst 2006**

Developed quality and reliability processes and analytical tool prototypes for low-output-production/high-integration and cross-discipline design process for satellites and launch vehicle design, customization and production used by contractors and US Air Force.

**Symbol Technologies Product Owner - Enterprise Program Manager 2005**

Architect & Delivery Lead for SAP APO implementation turn-around with focus on Sales/Operations planning, Fulfillment Planning & Revenue Recognition processes. Led turn-around team within 100+ member SAP implementation to enhance inventory management. Rationalized contract terms for sales/customer/field service, changed forecasting methods, consolidated spares/reserves into deliverable stream. Redesigned manufacturing planning, optimized repeatability of forecast, improved delivery rate/reduce supplier failures.

**T-Mobile Product Owner - Senior Program Manager 2004**

Build business case, financial statement impact simulation, and plan to start up/manage design and roll out of test market of roaming-based coverage for U.S. wireless telco. develop cross functional team to work through supply chain ramifications from supplier to 3rd-party kiosk, evaluate impact to switch engineering, roaming partner impacts and partner agreement evaluation and modification to minimize cost of roaming service expansion and develop plan to track actual impact to balance sheet through switch data reporting.

**Pechiney Plastics Product Owner- Enterprise Program Manager 2003**

Architect and Delivery Lead for inventory metrics, reporting,, plans to reduce inventory from ~140 to ~40 DSO for $1.4 B manufacturer. Built business case/redesign of Customer Service to outbound distribution, led multi-division/function teams, integrated manufacturing system & SAP financials + procurement.

**Boeing**

Developed an air-to-air combat simulation that contained classified information. In addition to development and System Administration duties, designated security officer for project and others, worked with multiple DoD programs with different security requirements and standards for data and electronic security. For 2 years responsible for DoD security audits of people, environments, networks, storage, software, personnel, etc.

**Education:**

* B.S. General Studies Computer Science Emphasis – City University
* Executive MBA (on leave, 1st year completed ) University of Washington

**Other Achievements**

* Former Member and Chairman Pro Tem, Brier City Planning Commission
* Lead author, "Preserving the Paradigm: An Autonomous Agent Systems Comparative Functional Framework" Agent-Directed Simulation (ADS'06), April 2-6, 2006.
* Amateur Radio License AF7DS Extra Class
* Current enrichment projects:
  + SoM-based IoT product experience from design spec to platform provisioning
  + Python / Golang AWS Lambda/Azure Function/Google Cloud Function serverless service

**Microsoft Stack**

* Windows Server Office power user, Project / Project Server configuration , Dynamics CRM
* SQL Server, SSRS, TFS for reporting and tracking , Power Shell (Process Automation Level)
* C# & F#, (Read/Audit)

**Linux Stack**

* Ubuntu, Debian
*  Python (Read/Audit) C, C++, Java (Read/Audit)
* OpenStack/Docker, ROS
* MySQL, Neo4j, JIRA

**Business, Process and System Modeling**

* Extensive experience modeling structure, dynamics and implications of business initiatives, systems design and architecture and vendor proposal impacts. Own and use two specialized packages Vensim and ExtendSim

**ERP**

* Functional requirements / ETL for Oracle EBS ASCP, SAP r4 APO + Sales Forecasting conference room pilot
* Significant experience with pre-deployment modeling, process impact mitigation, Design/Architect Supply chain systems (i2, Manugistics) for Sales Forecasting/ Tracking, Sales & Operations Planning, Inventory Tracking/Management, Service Inventory Management & Forecasting