

# Reagan Bhatia

## Technology Program Manager

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### SUMMARY

Accomplished Technology Program Manager with over 5 years of experience managing complex technology initiatives. Skilled in both Agile and Waterfall methodologies, directing projects that consistently meet business objectives. Demonstrated success in establishing program governance frameworks and improving project documentation processes, ensuring alignment with strategic goals. Thrives on fostering teamwork between IT teams and stakeholders, enhancing overall delivery efficiencies. Committed to utilizing data for informed decision-making and providing executive-level visibility into all project matters. Passionate about continuous improvement and operational excellence.

### EXPERIENCE

#### Senior Technology Program Manager

Tech Solutions Inc. January 2022 - Present Chicago, IL

Serve as Senior Technology Program Manager overseeing mission-critical technology initiatives. Lead governance establishment and serve as a liaison among departments for maximum alignment and results.

- Define-agility standards, designing custom Project Management tools tailored to varied project requirements for maximum efficiency.
- Oversee multitude of tech projects including product rollouts and upgrades, managing timelines, budgets, and outcomes effectively.
- Utilize advanced reporting frameworks to deliver comprehensive insights on KPIs relating to various technology ventures.

#### Technology Program Manager

Innovative Tech Group June 2018 - December 2021 Peoria, IL

Led multiple strategic technology programs focused on enhancing commercial software solutions and improving internal workflow efficiencies through effective governance practices and stakeholder engagement.

- Implemented processes vital for project intake and prioritization, diving deep into team alignment towards common goals.
- Facilitated scrum meetings, horseshoeing collaborative strategies which spurred cultural shifts leading to improved performance metrics across the board.
- Curated data-driven reports revealing project status while informing executives for timely decisions regarding resource allocation.

### LEADERSHIP & AWARDS

- Excellence in Leadership Award, Innovative Tech Group, 2020
- Top Performer of the Year, Tech Solutions Inc., 2023

### EDUCATION

#### Bachelor's Degree in Information Technology

University of Illinois GPA: 3.8 2018 Champaign, IL

*Coursework: Systems Analysis, Project Management, Software Development, Database Management*

### CERTIFICATIONS

- Project Management Professional (PMP) 2022
- Certified ScrumMaster (CSM) 2021

### TECHNICAL SKILLS

- Project Management Tools:** Jira, MS Project, Smartsheet, Planview, Clarity
- Programming Languages:** Python, JavaScript, SQL
- Frameworks:** ASP.NET, Angular, Spring
- Cloud Services:** AWS, Azure, Google Cloud Platform
- Data Analytics Tools:** Tableau, Microsoft Power BI, Excel
- Communication Platforms:** Slack, Microsoft Teams, Zoom
- Reporting Tools:** Microsoft SharePoint, Google Data Studio, SAS
- Collaboration Tools:** Confluence, Trello, MS Planner
- Security Frameworks:** ISO 27001, NIST, SOC 2
- Compliance Standards:** GDPR, HIPAA, SOX

### SKILLS

- Project Management
- Agile Methodologies
- Stakeholder Communication
- Portfolio Management
- Risk Management
- Budgeting
- Jira
- MS Project
- Strategic Planning
- Executive Reporting
- Governance Standards
- Client Relations
- Cross-Functional Teamwork
- Software Development Life Cycle
- Process Optimization
- Data Analysis

## **PROFESSIONAL AFFILIATIONS**

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- Member, Project Management Institute
- Volunteer, Technology Communicators Network

## **LANGUAGES**

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- English (Native)
- Spanish (Proficient)

## **ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

## **REFERENCES**

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AVAILABLE ON REQUEST