

Sam

Ovando

Technical Program Manager

CONTACT

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Professional Summary

Technical Program Manager with 15+ years of experience in product and program management, driving cross-functional teams to deliver innovative cloud and SaaS solutions. Adept at simplifying complex operations, automating processes, and enhancing project visibility through data-driven dashboards and tools. Recognized for fostering stakeholder advocacy, implementing Agile methodologies, and achieving measurable business outcomes.

Core Competencies

- Agile Project Management
- Stakeholder Advocacy
- Cross-Functional Collaboration
- Data-Driven Decision Making
- Business Process Improvement
- Cloud/SaaS Solutions
- Requirements Definition
- Technical Leadership
- Automation & Scripting

Career Highlights

- **Led Storage-as-a-Service platform launch** from concept to deployment in 4 months, achieving 100% acceptance criteria with enterprise customers
- **Established Security Vulnerability Council** that improved compliance resolution visibility by 90% and met critical 30-day closure targets
- **Created executive-level project tracking dashboard** that enhanced cross-company alignment by 95% through real-time data visualization
- **Reduced engineering change processing time by 80%** through systematic process standardization and automation implementation

Professional Experience

Hitachi Vantara

Technical Program Manager – Jan 2022 – Dec 2024

- **Implemented automated project tracking system** using SharePoint and Power BI, improving project visibility by over 90% and enhanced cross-company alignment
- **Designed and maintained a 1-page radar dashboard**, enabling real-time status updates for executive stakeholders and increasing alignment across teams
- **Established Agile-based requirement processes** with detailed templates, achieving a 100% improvement in development cycle efficiency
- **Chaired Cross-Company Security Vulnerability Council** implementing a framework for compliance that improved resolution visibility by 90% and met 30-day closure targets

Inbound Product Manager – Jun 2020 – Dec 2021

- **Managed end-to-end product backlog** in AHA, defining technical requirements and user stories that improved development accuracy and reduced cycle time by 90%
- **Partnered with engineering teams** to deliver cloud platform features including storage provisioning, multitenancy capabilities, and automated workflows
- **Conducted detailed UAT testing** and requirement validation, ensuring products met business needs and technical specifications

Product Owner & Offering Manager – Jun 2018 – May 2020

- **Spearheaded concept-to-deployment launch** of Hitachi's Storage-as-a-Service platform, completing implementation in four months with 100% acceptance criteria achievement
- **Coordinated POC deployments** with enterprise customers, managing technical requirements and stakeholder communication throughout implementation

Senior Manager, Service Product Management – Jun 2015 – May 2018

- **Achieved 50% support cost savings** through a BI financial dashboard.
- **Standardized operational processes** across four product lines, reducing costs by 25% and improving go-to-market efficiency

Service Product Manager, Compute Platforms – Oct 2010 – May 2015

- **Attained 100% on-time global support readiness** for over 15 server products.
- **Reduced operational inefficiencies by 80%** by optimizing & automating the engineering processes and workflows across international teams

Education

- **Master of Business Administration (MBA)** | University of California Irvine
- **Bachelor of Arts in Computer Science (BA)** | Point Loma Nazarene University

Certifications

- BCS Practitioner Certificate in Digital Product Management (2024)
- Certified Scrum Master (2021)
- AWS Essentials (2022)

Technical Skills

- **Product Management Tools:** AHA, JIRA, Confluence
- **Cloud Platforms:** AWS, Azure, Microsoft Dynamics, STaaS
- **Programming Languages:** Python, JavaScript, HTML5, CSS3
- **Business Intelligence:** Power BI, SharePoint, Power Automate
- **Operating Systems:** UNIX, AIX, Windows Server