

ROB KUMAR

TECHNICAL PROGRAM/PROJECT MANAGER

CONTACT

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PROFILE

Goal oriented technical program/project manager, equipped with outstanding data/analytical qualifications, experienced development background, exceptional client relations, communication and interpersonal skills. Adept at providing guidance on design, product and creative ideas, as well as providing quality solutions. Capable of working well under pressure and multitasking. Well versed in coding languages.

EXPERIENCE

Senior Technical Project Manager - NFL — Mar 2021 - Present

- Managed a portfolio of SDLC projects for game statistics, API, Vision, NFL Draft, NFL Schedule and others.
- Strategized on new initiatives for TV, web and sports betting to further build out the statistics platform leading to additional revenue.
- Led a team of project managers and project coordinators for large scale hardware/software projects needing a multitude of subject matter experts.
- Developed reports for chief executives detailing how new projects and initiatives would create additional revenue, allow for faster integrations with partners, lead to new products and keep the NFL as the leader in sports technology.
- Led meetings with partners and vendors including Amazon, CBS, FOX, Genius Sports, etc
- Drafted contracts, business cases and risk management documents.
- Managed technical integrations in all 30 NFL stadiums.

Senior Technical Project Manager - Selligent — Jan 2018 - Jan 2021

- Managed a portfolio of client onboardings to successfully accelerate Time to Value, growth and retention of customers.
- Managed discovery sessions with clients to define use cases and data models for email, SMS and mobile products.
- Led discovery calls in the pre & post-sales process and owned the specification documents used by the development and QA teams.

SKILLS/EXPERTISE

- SAAS Platforms
- Solution Architecting
- Data Oriented
- Email Marketing
- Program/Project Management
- Waterfall/Agile
- HTML/CSS/Javascript
- PHP/React/SQL/Python
- Wordpress/CMS
- Microsoft Office/Project/Sharepoint
- Jira/Smartsheet/ClickUp/Asana

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- ServiceNow
 - Analytical
 - Detail Oriented
 - Development/
Coding
Background
 - Revenue Growth
 - Problem Solving
 - Client Retention
 - Vendor
Management
 - Presentation Skills
 - Relationship
Building
 - Budget
Development
 - Collaborated with Sales/Product/Customer Success teams.
 - Collaborated with internal technical resources to empower and train clients on the platform and to use our products as efficiently as possible. Worked directly with data integrators and front-end resources to map out client migrations.
 - Strategized with Customer Success Managers and maintained client relationships and ongoing weekly touch-points for future project work and upsell opportunities.
 - Engaged with product and engineering teams to be an advocate for client requests.
 - Provided training and guidance to the client on the platform through individual or group onsite and offsite workshops.
 - Provided training for APIs, data integration and email creation.
 - Played an integral role in building relationships, providing mentorship and training new partners to use our tools and adhere to best practices.
- Solutions Architect - Olapic — Aug 2016 - Dec 2017**
- Managed a portfolio of client onboardings to successfully integrate custom solutions online and offline utilizing APIs and SDKs.
 - Led technical calls in the pre & post-sales process, provided demos of platform capabilities and support for integrations.
 - Collaborated with Product Managers to enhance the platform with client requests by providing user stories and assisted in the QA process.
 - Created documentation on platform guidance for internal and external use.
 - Led data integration calls and formatted client data to conform to our platform specifications.
 - Created an internal management overview software system to keep track of client status, temperature, upsell opportunities and communications.

Senior Technical Program Manager - Access Intelligence — Apr 2013 - Apr 2016

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- Managed a national team of 20 developer resources in the redesign & rebranding of four major website launches in Media, Marketing & Healthcare divisions increasing visitors by over 50%.
- Collaborated with senior management to develop business plans and RFP responses.

Senior Frontend Developer - Thrillist — Feb 2012 - Apr 2013

- Developed the Thrillist & Jackthreads websites into mobile responsive solutions geared towards e-commerce increasing checkout conversions by 33%.

Project Manager - Mealtics — Jul 2007 - Jan 2012

- Managed cross-functional development teams using Agile methodologies.
- Architected desktop and mobile websites leading to sales of over 400 clients. Conceptualized client ideas into product features.

EDUCATION

Capella University — MBA Project Management

University of Southern California — BS Finance

REFERENCES

Available upon request.