

William Woo

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SUMMARY

A highly accomplished and strategic Senior Technical Program Manager with over 20 years of experience leading large-scale enterprise technology transformations. Proven ability to drive business process maturity, lead cross-functional teams, and manage multi-million dollar portfolios. Expertise in full product lifecycle management, risk mitigation, and leveraging data to optimize delivery and achieve key business objectives.

SKILLS

- **Program & Project Management:** Agile (Scrum/Kanban), Waterfall, SDLC, Program Portfolio Management, Cross-functional Leadership, Stakeholder Management, Roadmap Planning, Go-to-Market Strategy, Risk Management, Financial reporting, Portfolio Management, Roadmap Planning
- **Technical Expertise:** ERP/CRM Systems (MS 365), Cloud Infrastructure (AWS, Google Cloud), Full Stack Development (Java, Python, C#, JavaScript), API Integration, DevOps
- **Analytics & Tools:** Data Analysis, A/B Testing, Jira, Confluence, MS Project, Aha!, Productboard
- **Emerging Technologies:** AI/ML (watsonx.ai, ServiceNow Assist), NLP, Cloud Migration

WORK EXPERIENCE

IBM — Senior Project & Product Manager (Aug 2015 – May 2025)

- Owned and managed a portfolio of enterprise-level programs, ensuring each initiative delivered expected outcomes and aligned with strategic business objectives.
- Spearheaded the AWS modernization program for Delta, serving as Scrum Master/Product Owner. This initiative resulted in **20% faster application delivery** and a significant increase in system performance.
- Led a major digital transformation for Hertz, directing both development and infrastructure teams. This streamlined operations, **cutting costs by 15%** and increasing overall efficiency.
- Drove the successful launch of new HR features for a Google, leading to a **12% increase in user satisfaction** and a **15% boost in product adoption**.
- Led the transition of support for 9 enterprise applications, which **reduced total support tickets by 18%** and **cut average response time by 12%** Google enterprise HR application support.

Boeing — Technical Lead (Feb 2015 – Aug 2015)

- Defined and documented technical requirements for a suite of internal applications, ensuring **100% alignment** between business needs and technical solutions.
- Coordinated cross-functional development teams, streamlining workflows and **saving users up to 25% of their time** on key tasks.

Webfortis — Sr. Consultant, Developer (Sep 2013 – Jan 2015)

- Led agile development teams from ideation to launch, managing project timelines, scope, and stakeholder expectations.
- Architected and developed custom C# plugins and JavaScript libraries for the MS 365 platform, which enhanced functionality and improved user experience.

Talisman Systems Group — Lead Developer (Jul 2006 – Aug 2013)

- Led the development of a health insurance application, defining requirements and delivering solutions that met key business metrics.

EDUCATION

San Francisco State University

B.S. Computer Science | B.S. Mathematics (May 2002 – May 2004)

CERTIFICATION

ScrumMaster (PSM)

AWS Cloud Professional

Google Cloud Digital Leader

Microsoft CRM