

CHRIS LUNDY

SR. TECHNICAL PROGRAM MANAGER

CONTACT

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- Salt Lake City, UT
- www.sofirellc.com

EDUCATION

B.S. Business Administration
Westminster College
Salt Lake City, UT | 2009

CERTIFICATIONS

**Project Management
Professional, PMP**
PMI (#2691308)

Advanced Certified ScrumMaster
Scrum Alliance (#907241)

Certified Agile Leader
Scrum Alliance (#3599PPR6C)

Certified Scrum Product Owner
Scrum Alliance (#789890)

Certified ScrumMaster
Scrum Alliance (#000358021)

INTERESTS

Astronomy, Scuba Diving, Cooking,
Board Games, Fitness, Traveling,
Coding, Song Writing

EXPERIENCE

TECHNICAL PROGRAM MANAGER

TWILIO, INC | US - REMOTE | JAN 2021 - PRESENT

FOUNDER, PRINCIPAL PROGRAM MANAGER

SOFIRE, LLC | SALT LAKE CITY, UT | NOV 2020 - PRESENT

SR. TECHNICAL PROGRAM MANAGER (R&D OPERATIONS)

INSTRUCTURE, INC | SALT LAKE CITY, UT | MAR 2020 - JAN 2021

- Manage operations and operational efficiency for Product and Engineering orgs, spanning 25 engineering teams.
- Develop and provide reporting / dashboards to track hiring efforts, Product P&Ls, software spend, and team health metrics.
- Manage and drive software renewal efforts across the org.
- Lead and manage a program to reduce AWS software spend by \$4MM.
- Implement regular team health checks to assess and identify healthy or unhealthy team dynamics that could impact delivery month-to-month.
- Drive budgeting exercises across the company to plan for FY 2020 and FY 2021.

SR. TECHNICAL PROGRAM MANAGER

INSTRUCTURE, INC | SALT LAKE CITY, UT | FEB 2019 - MAR 2020

- Manage all projects across the Student Success BU.
- Drive and plan go-to-market activities to expand out of the NORAM market and into the EMEA, APAC, and LATAM markets.
- Drive and plan enablement sessions for Sales, Marketing, and CS within the all global markets for the Student Success BU.
- Lead and manage integration efforts for a newly acquired company to ensure all systems, services, and contracts are transferred and integrated successfully.
- Created and cross-trained team members on tooling used to capture team data from Jira and forecast roadmap scenarios.
- Work closely with internal and external customers to coordinate PVT and help define business case objectives to justify and initiate new projects into the program pipelines.
- Grow and develop engineering teams to align on best practices, team charters, and processes for working as high-performing units.

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EXPERIENCE (CONTINUED)

TECHNICAL PROGRAM MANAGER

INSTRUCTURE, INC | SALT LAKE CITY, UT | MAY 2017 - FEB 2019

- Manage all projects across three programs, consisting of four iOS and Android development teams and a front-end Web UI team.
- Coordinate and drive product roadmap development, utilizing team data and metrics to plan and maintain a rolling three quarter roadmap across each program and team within.
- Work with internal and external customers to collect requirements, define scope, establish milestones, and ultimately develop a schedule and timeline that aligns with the customer's strategic objectives.
- Act as a Jira Administrator, responsible for creating workflows, supporting internal users, and merging Jira accounts while migrating all project data from previous environments into the primary environment.
- Actively engage with stakeholders at all levels to provide consistent, clear communication, detailed analysis, and recommendations around project status, team health, and forecasted projections.
- Lead and drive strategic decisions around product direction and potential market gaps through cost-benefit analysis.

SR. TECHNICAL PROJECT MANAGER

ALLIANCE HEALTH NETWORKS | SALT LAKE CITY, UT | SEPT 2014 - MAY 2017

- Lead the implementation of Jira and Jira Agile. Including system configuration and working with business teams to map processes and identify workflows that will need to be built within the system.
- Create product roadmaps, requirements documents, forecasting and release scenarios, and acceptance test cases.
- Implement a git-flow release style workflow to support both a run mode on a new platform as well as the ability to queue feature development for major releases.
- Coordinate and lead the technical migration across multiple Email Service Providers and into Marketo.
- Train new Project Managers on software best practices as well as the organization's technology landscape. Facilitate engineering team handoffs to new Project Managers.

TECHNICAL PROJECT MANAGER

INFUSE MED | SALT LAKE CITY, UT | APR 2014 - SEPT 2014

SR. PROJECT MANAGER

HELIX EDUCATION | SALT LAKE CITY, UT | NOV 2010 - APR 2014