

# Suki Song

Technical Program Manager · Austin, TX

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Technical Program Manager. Building operational cadence, systems design, and analytics reporting for engineering teams at AI pace.

PMP · PSM II · PSPO II

## EXPERIENCE

### Program Manager, Finance Data & Analytics

Aug 2024 – Present

Meta · Austin, TX

- **Designed and shipped *The Pulse*, an 8-product internal delivery platform, as the sole PM-builder for 34 cross-functional contributors across 4 teams.** Architected so each Finance domain can run its own stakeholder-facing delivery view.
- The platform spans live delivery telemetry, backend conflict-detection across workstreams, an AI insights chatbot, an AI-analyzed retro tool that replaced Miro and Lucidchart for the team's retrospectives, a metrics framework built on diffs and lines shipped (replacing a broken task-open/close signal), gamification for adoption, and an async blocker pipeline. **The live telemetry alone replaced roughly 3 hours of manual status reporting each week.**
- **Took the team's unreviewed task backlog from nearly 200 to zero** and built the triage routing that keeps the intake queue clear, with work assigned to the right teams and owners. **Drove an 80% sprint close rate.**
- **Run delivery cadence and Scrum as sole Scrum Master for all 34 contributors across 4 teams, including two BPO vendors, Accenture and Infosys.** Cut standup load from 4 weekly meetings to 2 with no loss of delivery visibility, returning 2 to 3 hours of recurring meeting time to the team each week. 4-week sprint cycle; roughly 8 executive-facing readouts per month.
- **Stood up cross-functional partnerships that caught overlapping work across teams** and reduced the resulting tech debt.
- **Built the Contract-to-PR Resolution app, the team's first system for moving finance contracts to purchase requisition where none had existed.** Unified intake, dashboard, ticketing, and automated status updates into stakeholders' preferred channel, Google Chat, routing roughly 30 contracts a month and cutting about 10 minutes of cross-platform switching per review.

### Senior Project Manager

Oct 2023 – Jul 2024

Critical Mention (an Onclusive company) · Remote

- **Rebuilt the delivery system for the Web Crawler engineering team.** Moved development from ad-hoc commits to a structured cadence on the company's core media monitoring product.
- Owned program strategy and delivery operations end-to-end. Backlog priority, decision cadence, and blocker resolution across engineering and product.
- Built the operational scaffolding (delivery goals, retrospective frameworks, stakeholder rituals) that engineering kept using after I left.

### Senior Technical Program Manager → Senior Business Program Manager

Aug 2020 – Aug 2023

Turntide Technologies · Remote · 3 years across 4 roles

*Senior Business Program Manager, Automation* (Apr – Aug 2023)

*Senior Business Program Manager, Enablement & Experience* (Nov 2022 – Apr 2023)

*Senior Business Program Manager, Revenue* (Jul – Nov 2022)

*Senior Technical Program Manager, Services* (Aug 2020 – Jul 2022)

- **Built reporting infrastructure from scratch where none had existed.** Data and dashboards informed pricing strategy, sales-channel transition, and product reliability decisions.
- **As Business Program Manager, joined the core PMO team setting strategy across the entire organization.** Presented to C-Suite leadership multiple times on portfolio roadmap and direction, channel transition, and profitability gates.

- **Led a strategic audit of the 8-workstream project portfolio in the company's final two quarters.** Audited every active project against the 10,000-motor channel transition and profitability gates, stood up the tiger-team operating model that ran the surviving work, and presented findings to SVP and Board.
- **Transitioned 10,000 motors from direct to channel sales internationally.** Enhanced VOC capture; lifted product reliability and CSAT.
- **Administered Zendesk and Jira from the ground up;** built Salesforce integration via API in partnership with the dedicated SF admin. Stood up environments, developed automated solutions, and delivered analytics dashboards across the stack.

**Senior Technical Program Manager** (*parallel volunteer*)

Jul 2022 – Jun 2023

Harvard in Tech Seattle

- **Built an ML-based solution to filter fake news and misinformation on the open web.**
- Developed end-user product measuring information accuracy across social media, news media, political representatives, and law enforcement.
- Three sub-roles across the year: Senior TPM, Data Science, Product.

**Technical Project Manager**

Apr 2019 – Aug 2020

Avocado Green Brands · Los Angeles, CA

- **Reduced operational overhead 30% during COVID, saving \$480,000/year.** Reconstructed Zendesk from the ground up and shipped customer-service automations.
- **Re-architected the company's IVR (Interactive Voice Response) and RMA (Returns) systems end-to-end.** Redesigned customer call-routing and returns workflows for COVID-era operations.
- **Delivered hardware deployment projects under budget and 25% ahead of schedule.**
- **Integrated the company's largest revenue-generating VX (Virtual Experience) sales channel during COVID adaptation.** Iterative delivery cycles, weekly stakeholder check-ins.

**Earlier**

**Aug 2018 – Apr 2019:** Sales Manager, Denttio Technologies (Alameda, CA)

**Jan 2015 – May 2016:** Sales Manager, Porsche AG (Los Angeles, CA). Top salesperson during tenure; managed 6 employees and full KPI cycle.

**Jan 2014 – Jan 2015:** Senior Sales Supervisor, Mulberry England (NJ). Managed largest international VIP clients; KPI analytics and coaching of 5.

**2011 – 2014:** Earlier retail leadership roles (Marbles: The Brain Store, UNOde50).

**SKILLS**

**PROGRAM STRATEGY & SYSTEMS**

Delivery system design · Operating cadence · Cross-functional leadership · Executive stakeholder management · Change management · User journey mapping · Process improvement · Roadmap planning · Risk & blocker management · Vendor management

**AI-NATIVE PRACTICES**

AI program management · LLM evaluation · AI-assisted development · Prompt engineering · Workflow automation · LLM-augmented tooling · RPA & operational AI integration

**PLATFORMS & ANALYTICS**

Zendesk & Jira administration · Salesforce integration (API) · Cross-system data integration · SAP · Tableau · SQL · GraphQL · Dashboard development · Reporting infrastructure · Quantitative analysis

**BUILD & DEV STACK**

Claude Code · VS Code · Astro, Next.js, React · JavaScript & TypeScript · HTML & CSS · Cloudflare Pages · Git & GitHub

**CERTIFICATIONS**

PMP · Project Management Professional (*PMI, Sep 2023 · Above Target across all exam domains*)

PSM II · Professional Scrum Master (*Scrum.org, Oct 2024 · top 5% globally*)

PSPO · Professional Scrum Product Owner (*Scrum.org, Apr 2023*)

AI and Business Strategy (*PMI, Feb 2023*)

SAP Professional Fundamentals (*SAP, Apr 2023*)

**HONORS**

Sales Partner of the Year (*Turntide Technologies, March 2022*)

**VOLUNTEER**

March of Dimes  
Harvard in Tech Seattle  
(*see Experience*)