Ruben Hollis

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My Key Qualifications

- **10 years of project and program management** in SaaS, one unbroken run from BlackLine in 2016 through Zendesk today.
- Owns **governance and operating cadence** for multi-workstream programs at Zendesk, spanning product, engineering, security, customer success, sales operations, and finance.
- Established a **portfolio reporting cadence across 14 strategic initiatives**, lifting on-time executive status submission from 71% to 96% in 2 quarters.
- Led a cross-functional **platform migration across 5 workstreams**, launching within 2 weeks of the original target date.
- Reduced average **forecast variance from 9% to 4%** through monthly budget checkpoints with finance partners and standardized change control.
- **Mentored 4 project managers and coordinators**, with 3 internal promotions over 18 months.
- **PMP certified** (Project Management Institute), with daily hands-on use of Jira, Asana, Confluence, Smartsheet, and Google Sheets.

Experience

Senior Project Manager — Zendesk

Aug 2022 – Present · 4 yrs 3 mos

- Led a cross-functional platform migration program spanning product, engineering, security, and customer success, launching within 2 weeks of the original target date across 5 coordinated workstreams by maintaining an integrated roadmap in Jira and Asana and driving tradeoff decisions through weekly program reviews.
- Established a portfolio reporting cadence across 14 strategic initiatives, improving on-time executive status submission from 71% to 96% in 2 quarters through standardized RAID, milestone, and decision templates in Confluence, Google Sheets, and Google Slides.
- Improved budget governance for a portfolio of transformation projects, reducing average forecast variance from 9% to 4% via monthly budget checkpoints with finance partners and standardized change logging and reforecasting.
- Built a postmortem framework adopted across the PMO, capturing 37 documented process actions in the first year with 24 folded into future planning templates, and facilitated retrospectives after launches and platform releases.
- Mentored 4 project managers and coordinators through structured plan reviews, risk coaching, and executive-readout feedback, supporting 3 internal promotions over 18 months.
- Define governance, operating cadence, and success metrics for multi-workstream programs, and lead executive reviews and decision-making forums across product, engineering, customer success, sales operations, and finance.

Project Manager — **Anaplan**, enterprise planning and performance management software

Apr 2019 – Jul 2022 · 3 yrs 3 mos

- Managed a pricing and packaging systems rollout tied to go-to-market changes, delivering for 3 business units by the committed quarter-end deadline by aligning product, finance, and sales operations on milestones, dependencies, and decision points in Smartsheet and Jira.
- Strengthened project governance by introducing weekly risk reviews, owner tracking, and clearer escalation paths, cutting unresolved critical risks at milestone reviews from 8 to 3 over 6 months.
- Led planning for a customer-impacting product release program, standardizing launch checklists and coordinating milestone reviews with product, support, and customer success to lift on-time release readiness scorecards from 62% to 93%.
- Built project plans, RAID logs, and launch readiness schedules for product and business systems initiatives, and facilitated cross-functional reviews across engineering, product, sales operations, and customer-facing teams.

Senior Project Coordinator — **BlackLine**, finance and accounting automation software company

Jan 2016 – Mar 2019 · 3 yrs 2 mos

- Built a standardized status reporting pack for PMO reviews, consolidating schedule, risk, and budget inputs into repeatable Excel and PowerPoint templates and cutting monthly portfolio review prep time by 6 hours per cycle.
- Supported user readiness planning for an internal systems implementation, tracking 11 department cutover tasks to 100% completion before launch through readiness checklists and weekly follow-up with functional leads.

Project Analyst — **Procore Technologies**, construction management software company

Jan 2015 – Dec 2015 · 11 mos

Raised on-time action item completion from 70% to 85% over 4 months by building a centralized tracker and publishing weekly follow-up summaries to project owners, improving visibility for internal project reviews.

Education

- **University of California, Davis** — Bachelor of Science in Managerial Economics · 2010 – 2014

Skills

- **Project Delivery Tools:** Jira, Asana, Confluence, Smartsheet, Excel, PowerPoint, Google Sheets, Google Slides
- **PMO & Program Leadership:** PMO Governance, Portfolio Reporting, Budget Management, Executive Communications, Hybrid Delivery, SaaS Product Launches

Certifications

- **PMP** – Project Management Institute (2021)