Malcolm Ibarra

San Francisco, CA · malcolm.ibarra@example.com · (415) 555-0108 · linkedin.com/in/example-malcolm-ibarra

My Key Qualifications

- **10 years in program management and business operations** across SaaS and technology companies, one unbroken run from BlackLine in 2016 through Okta today.
- Currently owns company-critical programs spanning product, engineering, security, infrastructure, customer success, and sales at Okta, with **executive visibility** across quarterly planning and roadmap reviews.
- Improved **release predictability from 68% to 87%** on-time over 4 quarters leading a platform reliability and release-governance program at Okta.
- Built a program health dashboard across **9 active workstreams** using SQL and Tableau, cutting QBR preparation from 2 days to 5 hours.
- Closed **41 of 46 critical pre-audit actions** on time on a security and compliance program, escalating tradeoffs to senior leadership through decision memos.
- Supported a GTM launch reaching **135 customer activations in 90 days** against a plan of 120, aligning product, sales, and customer success.
- **PMP certified** since 2020, with PMO standards, templates, and mentoring of 4 program managers at Okta.

Experience

Senior Program Manager — Okta

Jun 2022 – Present · 4 yrs 5 mos

- Led a platform reliability and release-governance program spanning product, engineering, infrastructure, and support, lifting release predictability from 68% to 87% on-time over 4 quarters through milestone gates, dependency reviews, and weekly executive reporting in Jira, Confluence, and Google Slides.
- Built a program health dashboard for leadership covering 9 active workstreams, joining delivery and operational data with SQL and publishing trend views in Tableau and Excel; cut manual QBR preparation time from 2 days to 5 hours.
- Drove cross-functional risk mitigation for a security and compliance initiative, closing 41 of 46 critical pre-audit actions by the target date via operating cadences, clear ownership, and tradeoff escalations to senior leadership through decision memos.
- Supported a coordinated go-to-market launch for an enterprise platform capability, aligning product, sales, customer success, and enablement on launch milestones and readiness checklists; reached 135 customer activations in the first 90 days against a plan of 120.
- Established PMO standards and mentored 4 program managers through reusable reporting templates, RAID definitions, and monthly coaching sessions, cutting average weekly status-review rework from 6 comments per deck to 2.
- Define program structure, governance, milestones, risk management, and operating cadences for company-critical cross-functional initiatives, with executive visibility across quarterly planning and roadmap reviews.

Sample resume made with Specific Resume · specificresume.com

Program Manager — Zendesk

Mar 2019 – May 2022 · 3 yrs 2 mos

- Managed a multi-team rollout program for a customer-facing platform enhancement, delivering 8 of 9 launch milestones on time and the remaining milestone one week late by coordinating dependencies across product, engineering, enablement, and customer success on a unified Jira and Confluence plan.
- Built a defect and adoption reporting cadence for leadership that cut open high-priority defects from 23 to 11 within two quarters, analyzing Jira data in Excel and reviewing corrective actions in weekly governance forums.
- Facilitated post-mortems across product and engineering teams, driving completion of 18 of 20 agreed action items within 60 days through documented root causes, assigned owners, and follow-up in recurring operating reviews.

Business Operations Manager — BlackLine, a B2B SaaS company in financial close and accounting automation

Jan 2016 – Feb 2019 · 3 yrs 1 mo

- Built the recurring operational KPI pack used for quarterly planning and business reviews, standardizing data collection in Excel and cutting the leadership reporting cycle from 4 days to 2 days.
- Coordinated a support-to-product issue escalation workflow refresh, mapping the process, clarifying ownership across teams, and reducing average escalation handoff time from 3 business days to 1.

Business Analyst — West Monroe, a business and technology consulting firm

Aug 2014 – Dec 2015 · 1 yr 4 mos

Built weekly project reporting and action-item trackers for a client process transformation engagement, improving on-time action closure from 70% to 88% over 3 months by maintaining the tracker in Excel and reviewing owners and blockers in team meetings.

Education

- **Loyola University Chicago** — Bachelor of Business Administration in Information Systems · 2010 – 2014

Skills

- **Program Management:** Program Governance, Risk Management, Dependency Management, Agile Delivery, PMO Standards, GTM Launches, Executive Reporting
- **Tools & Analytics:** Jira, Confluence, Excel, Google Slides, SQL, Tableau

Certifications

- **PMP** – Project Management Institute (2020)