

# TONY RAHMAN

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## PRINCIPAL/DIRECTOR PROGRAM MANAGEMENT, ENGAGEMENT PROFESSIONAL

*Advocating for new ideas and getting things done creatively.*

Seasoned and experienced technical leader with a capacity to ask challenging questions and provide insight and guidance. Passionate about delivering products and services that positively impact stakeholders and customers. Boasts a successful track record of 15+ years of progressive program management, completing many major critical projects for high-profile, influential organizations. Known for delivering high-quality products to positively impact both the organization and customers, producing results on-time, and routinely exceeding expectations. Directly managed teams of Developers, QA/Test Engineers, PMs.

*"Tony is a consummate professional: always focused on the task at hand while maintaining a warm, collegial demeanor. He balances customer and business needs with aplomb and is great at leading projects and managing complex tasks." ~Dylan R., Content Design Manager*

*"Working with Tony is an AMAZING experience! He was my manager in Microsoft a few years back. Tony is a great leader, always excited about new ideas, truly believes in getting things done in a creative way. He trusts in people and gives full freedom to bring out the best of ideas and make consistent progress one step at a time! He has great inter-personal and technological skills to grow business and personal relations for the mutual benefits of the businesses." ~Satish R., Senior Software Engineer*

*"I had the privilege of working with Tony in Microsoft. Tony was managing several program managers for Microsoft Office projects, and he demonstrated phenomenal leadership, business acumen, cross-team & cross-region relationship and amazing track of delivering complex programs on time, budget, and quality. Tony has proven that he is target-oriented, does understand how to get where he needs to be and truly capable of making such journey a team adventure." ~Cristiano S., Program/Product Manager*

### Professional Experience

#### 2019 to Present • MICROSOFT

##### PRINCIPAL BUSINESS & DATA ANALYST (Consultant for Launch Consulting)

Presently provides secure, top-notch management of key partner and stakeholder accounts and data, ensures the flow of information is properly mapped for accurate reporting, thoroughly investigates, and swiftly resolves any issues. Demonstrates thorough analysis and data mining talents while customizing service based on client needs and specifications. Collaborates directly with Business & Sales Operations teams and Product Development Managers regarding research and technology and facilitates communication between marketing and DevOps. Operating as a remote leader, coordinates daily with globally distributed teams.

- *Leads meticulous investigations, performs data verification and research, and processes the often-confidential information of clients, promptly resolving any problems. Heavy usage of PowerBI, Dynamics CRM, Reporting queries.*
- *Exhibits a knack for building internal and external relationships across multi-functional teams and departments and externally developing partnerships with clients, stakeholders, and vendors to sustain service satisfaction.*
- *Produces accurate metrics capture and real-time reporting and documents all business processes and procedures while continuously analyzing for improvement opportunities, consistently meeting or exceeding SLA expectations.*

#### 2016 to 2019 • MICROSOFT

##### LEAD TECHNICAL PROGRAM & PRODUCT MANAGER (Consultant for HCL America)

Spearheaded multiple critical projects in a multi-functional role encompassing Product Owner, Technical Program Manager, and Scrum Master successfully securing the organization's RFP and exceeding expectations. Employed superior relationship-building techniques collaborating frequently both with teams to communicate requirements, gather information, and guide and monitor progress, and with executive leadership to provide regular presentations and demonstrations regarding project progress and ensure compliance with organizational standards. Utilized knowledge of technical architecture and expert educational tactics to build and train a team in agile methodologies. Routinely completes projects with minimal disruption to the company's end-user and maximum end-user experience optimization.

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- *Directed creating and implementing a new tracking online application for multi-million-dollar marketing campaigns used globally and independently designed business rules and workflows to improve and optimize internal processes and procedures. Integrated with CRM, authentication services, and reporting analytics.*
- *Competently managed offshore development resources.*

**2015 to 2016 • SNOHOMISH COUNTY**

## **SR. BUSINESS ANALYST**

Enthusiastically pioneered an extensive paper-to-digital transformation for critical documents of the planning and development services department for the 2<sup>nd</sup> largest county in Washington state. Creatively designed efficient automated solutions replacing manual steps and reduced costs significantly.

- *Delivered well-thought-out business plans, change-management, onboarding plane, specifications, and use-case scenarios for the county and successfully secured record-time approval from the Executive Council.*
- *Established business processes and workflows in collaboration with diverse stakeholders and associates. Additionally, navigated the entire complex RFP process.*

**1997 to 2014 • MICROSOFT**

## **PRINCIPAL PROGRAM MANAGER**

Actively progressed from an individual developer to Lead, to Manager, to Principal Program Manager, controlling multiple ongoing critical projects simultaneously. As an overachiever also earned status as an A+ interviewer, as an ASAP interviewer, multiple Gold Star Performer awards and achieved outstanding organizational health index ratings.

- *Played a crucial role in the invention and deployment of best practices around Threat Models and PMO and designed and established innovative SaaS and self-service solutions for consumers' diagnostics tools and completely human-free instant fixes.*
- *Exhibited exceptional inter-relational skills, engaged in direct collaboration with stakeholders and customers, attended routine meetings, performed presentations, and acted as a representative for the organization at large conferences across the USA and Europe.*
- *Proactively authored training materials for cross-functional teams and business stakeholders regarding development, testing, and compliance.*
- *Consistently produced regular deliverables on time, exceeding organizational goals as well as driving triages, managing backlogs, planning budgets, managing schedule and resource planning, and product and reporting of KPIs.*
- *Attained several patents for the company, achieved multiple certifications, and completed numerous trainings while acquiring recognition as a top manager.*

## **Education & Professional Development**

**CALIFORNIA STATE UNIVERSITY** • Bachelor of Computer Information System & Business Administration

**STANFORD UNIVERSITY** • Professional Degree – Advanced Computer Security, Building an AI-Enabled Organization

**UNIVERSITY OF MARYLAND** • Applied Scrum, Agile, Lean for Program Managers

**MICROSOFT PROFESSIONAL PROGRAM CERTIFICATIONS** • AI, Data Science, Data Analytics, Excel, PowerBI, Tableau, Python, and many others