TONY RAHMAN

Senior Program Manager | Product Owner | Business Analyst | Product Strategist
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Professional Summary

Senior Program Manager with years of experience leading cross-functional initiatives for global organizations, including a progression from IC to senior leadership over time. Managed teams of developers, test engineers, and program managers across large portfolios gaining deep expertise and knowledge of cross-discipline challenges and functions. Skilled in transforming ambiguity into scalable, customer-centric solutions through strategic planning, risk management, and executive storytelling. Proven track record of delivering measurable results in complex B2C, B2B, and enterprise environments aligning outcomes with stakeholder and customer needs. Experienced in both private and highly regulated public sectors.

Key Skills

Program & Project Leadership · Program Management · Product Management · SDLC Methodologies (Agile, Scrum, Waterfall, Hybrid) · Strategic Planning · Risk Management · Change Management · Forecasting · Budgeting · Vendor & Offshore Team Management · Stakeholder Engagement · Sales & Marketing Enablement · Team Building

Technical & Analytical Expertise · Software Requirements & Design · API Compliance & Testing · Software Security · Privacy, Standards & Legal Compliance · CRM Platforms (Dynamics, Salesforce) · UAT · A/B Testing · Metrics Reporting · Process Analysis & Improvement · Data Analysis & Visualization · SQL · Python · AI/ML · Prompt Engineering · Power Apps · Power BI · IoT/IIOT · HMI (human-machine interface)

Tools & Platforms · Office Suite · SharePoint · Visio · Visual Studio · Microsoft Project · JIRA · Asana · Trello · DevOps · Advanced Excel · Web & Mobile Applications · Desktop Software · Localization & Globalization

Creative & Communication Skills · Presentation Design & Delivery · Workflow Mapping · UI/UX Design · Strategic Storytelling · Cross-Functional Collaboration · Customer Service Management · Objectivity with Empathy · Navigating Ambiguity & Complexity

Published Author of open-source programming microcontrollers and automating devices book.

Professional Experience

MICROSOFT *(Consultant for Launch)* **2019 - 2025**

SENIOR BUSINESS & DATA ANALYST

Led Microsoft Partners Licensing and stakeholder operations for Business Services Operations across the Americas, ensuring data integrity, predictive insights, and risk mitigation in fast-paced environments.

- Conducted high-stakes data investigations leveraging human and AI-driven analytics using Power Automate, Copilot, and Power Query to cleanse datasets, accelerate RCA, data insights and deliver actionable intelligence.
- Unified cross-functional global teams through compelling business narratives, bridging Sales Ops and Product Development to drive accountability and process excellence, prepare QBRs, track KPIs, OKRs.
- Delivered real-time reporting and scalable documentation, consistently surpassing SLA targets and streamlining error resolution.

MICROSOFT *(Consultant for HCL America)* **2016 - 2019**

LEAD TECHNICAL PROGRAM & PRODUCT MANAGER

Championed major initiatives across product development and technical delivery, serving as Product Owner and Scrum Master to deliver scalable agile practices in dynamic delivery cycles.

- Designed and deployed a global CRM-integrated tracking app for multimillion-dollar marketing campaigns, transforming complexity into clarity.
- Led offshore development teams, ensuring seamless execution and strategic alignment across functions.
- Owned backlog, budget, and KPI reporting, schedule, resource planning and allocation, QBR, BRD, demos, presentations, crafting executive-level narratives that secured stakeholder engagement.

SNOHOMISH COUNTY IT *(1-year contract)* 2015 - 2016

SR. BUSINESS ANALYST
Modernized legacy systems for Planning & Development Services, driving digital transformation and operational efficiency, as well as a self-service portal for all permitting in the County.
- Crafted comprehensive business cases, change management frameworks, and onboarding plans that turned ambiguity into clear, actionable strategies, earning swift Executive Council approval.
- Designed end-to-end workflows with county stakeholders embedding strategic planning and continuous improvement, self-servicing portal for county-wide permitting process and status.

MICROSOFT *(FTE)* 1997 – 2014

PRINCIPAL PROGRAM MANAGER
Delivered complex portfolios across PaaS, SaaS, Embedded OS, and Desktop, leading high-impact B2B, B2C initiatives in various groups (Windows OS, SQL, Office, PSS, Windows Media, CELA/LCA).
- Progressed from IC to senior leadership, managing up to 15 developers and test engineers, then leading multiple PMs and large portfolios as Group PM.
- Built deep expertise in QA, development, and program management, enabling holistic delivery from architecture to execution.
- Designed, collaborated, and delivered solutions including incubations and scaling for high-volume customers from zero-to-one.
- Partnered with legal and compliance teams to ensure regulatory alignment in highly regulated sectors.
- Designed and delivered multiple innovative products that won high-praise from executives and customers alike saving the company millions in support cost in the process.
- Managed backlog, budgets, and KPIs with precision, driving strategic execution.
- Presented at global forums (WWW consortium, Privacy Forum) on best practice and for partners' education.
- Earned patents and Gold Star awards, cementing a legacy of innovation, contribution and leadership.
- Owned API compliance for all new releases from Microsoft working with development and legal teams.

Education & Professional Development

CALIFORNIA STATE UNIVERSITY
Bachelor, Computer Information System & Business Administration

STANFORD UNIVERSITY
Professional Education, Advanced Computer Security, Building an Al-Enabled Organization

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

Certifications
- CIPP/US • Security, Cryptography • Scrum • Agile Program Management • Google Program Management • Al, ML
- Data Science Research • Data Analytics • Excel Bl, Visualizations • Tableau • Power BI • SQL • Neural Networks
- Python (for analysis, ML) • Prompt Engineering • Certified Financial Manager (CFM), and more.

Volunteering/Community Engagement
- Treehouse for Kids (Mentor) • EarthCorps (Habitat Restoration) • Food Lifeline • Animal Welfare