DAN LUTHER

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RESULTS-FOCUSED, GROWTH-DRIVEN PROGRAM MANAGER

Program/Project Management | Cross-Functional Leadership & Collaboration | Risk Management & Resolution

Versatile program and project leader with extensive experience in workplace technology, enterprise operations, and infrastructure automation. Proven to influence change by partnering with senior executives and providing leadership on strategic enterprise-wide projects. Robust technical knowledge and solid business acumen combine with tactical approach to objectives that eliminate inefficiencies, boost organizational performance, and consistently deliver stronger bottom-line results. Adept at cultivating skills in others and rewarding outstanding performance, managing on-site and remote teams.

AREAS OF EXPERTISE

Workplace Technology • Enterprise Customer Management • Program Development & Delivery • Needs Assessment
Implementing Value-Added Services • Program Management (SCRUM, Kanban, Waterfall) • Service Delivery & Customer Satisfaction
Project Risk Management • Cross-Functional Collaboration • Process Improvement • SaaS Delivery • Issue Resolution
Technology: JIRA | Airtable | Smartsheet | SharePoint | MS Office Suite | Slack | Visio | Software Development Lifecycle

PROFESSIONAL EXPERIENCE

Aspirent Consulting, San Francisco, CA   10/2020 to present

Technical Program Manager Consultant, Omnichannel

Recruited to lead a high priority initiative expanding customer fulfillment options to address customer and associate health safety during a global pandemic. Quickly came up to speed to deliver customer facing feature within first month, and assisted the team in documenting, scoping, and estimating FY21 initiatives.

Select Highlights:

- ▪ Delivered application that allowed customers to notify store associates of their readiness to pick-up online orders without having to call the store, reducing store call volumes by ~50% during peak selling period.
- ▪ Documented solution scope, high-level team effort estimates, and dependencies for proposed FY21 scope. Used this documentation to put together formal estimations and proposed timelines, working through team conflicts with higher priority initiatives to develop an actionable program plan.
- ▪ Piloted consolidation of multiple, disconnected status reporting tools into one format that will help drive consistency and reduce redundancy.

StubHub, San Francisco, CA   07/2016 to 06/2020

Sr. Program Manager, Finance & Consumer Journeys

Recruited to direct internationally-diverse, cross-functional teams engaged in agile project and program development within $15B industry. Championed business-as-usual transformation, leading internal process change through best practice solutions delivery. Solved existing efficiency and delivery problems through hands-on servant leadership, earning trust and loyalty of global team.

Select Highlights:

- ▪ Identified outdated and inconsistent consumer journey web pages with low functionality and legacy efficiency problems; led redesign of customer-facing pages across desktop and mobile in partnership with Product, Design and Engineering, increasing front and back-end efficiency by 50%. Initiated sprint planning, including ideation, and developed team sprint metrics (i.e. cadence, say/do ratio, etc.)
- ▪ Challenged with revenue and payment system no longer able to manage increasing transaction volume and plagued by regular system outages impacting revenue and business expansion.
    - − Led creation and enterprise deployment of billing as a service (BaaS) global revenue system.
    - − Designed in-house payment platform to manage double-digit growth in transaction volume.
    - − Enabled expansion into 15 new countries, eliminating revenue and payment system outages and creating new accounting architecture capabilities.
- ▪ Saved $2M annually after launching enterprise ACH platform to streamline clearinghouse functions.

LeapFrog, Emeryville, CA   09/2013 to 10/2015
Manager, Finance Business Systems

Recruited to fill technical knowledge gap in project management life cycle. Led transformation of enterprise project management office (PMO) by introducing project governance, benchmarking, risk management, and budget control best practice. Standardized reporting and financial project management capabilities, creating cohesive vendor management and client engagement playbook.

Select Highlights:

- Rescued at-risk Oracle R12 EBS project when vendor failed to deliver on-schedule; revised project plan and timeline, managed client expectations, and delivered project on-time and in-budget against updated timeline.
- Led $18M ERP Record to Report, Procure to Pay, Order to Cash, and warehouse management project designed to deliver financial consolidation and reporting, streamline overall business process, and reduce costs by 30%.

Resource Global Professionals (RGP), San Francisco, CA   03/2012 to 09/2013
Finance & Accounting Consultant

Enabled Future of Work transformations for B2B and B2C enterprise customers by quickly aligning the right resource to address client pain points. Led business transformation initiatives across key platforms, traveling on-site to customer locations.

Select Highlights:

- Spearheaded creation of enterprise time tracking tool supporting over 10K employees and 35 union contracts, including centralized payroll and accounting functions to enhance employee experience.
- Reduced end-to-end purchasing process by 20% after implementing workplace technology solution for large healthcare institution using integrated ERP system to modernize procurement activity.

Nelson & Associates, San Francisco, CA   08/2010 to 03/2012
Senior Projects Consultant

Recruited to lead client engagement and deliver enterprise projects by identifying customer platform needs and unique requirements. Built relationships with key customer gatekeepers, managed front-line delivery, and ensured system compliance in a dynamic environment

Select Highlights:

- Led enterprise project to upgrade billing platform for Fortune 500 client; improved efficiency by 75%.
- Achieved system compliance with Sarbanes-Oxley (SOX) by introducing system backups and standardizing month-end close.
- Automated complex project billing process for federal government agency with no reliable means of billing the state of CA for completed work; reduced production of bill from 7 days down to 1; reduced days outstanding from 60 down to 30.
- Enhanced third-party system capabilities and month-end close procedures for large grocery distribution company by documenting standard monthly policies and business operations, and cross-training existing staff member.

Gap Inc., San Francisco, CA   12/1999 to 05/2010
Finance Manager

- Spearheaded development and deployment of upgraded global Oracle EBS R12 to address and resolve inconsistencies in legacy system supporting $5M in retail and manufacturing capabilities.
- Managed Record to Report of inaugural global financial system (Oracle EBS 11i), launching first truly integrated financial system for entire global enterprise.
    - Eliminated manual procurement; created greater controls for purchasing via system limits and approvals; enabled clearer views of documentation for purchases (via invoice scanning).
    - Instituted project accounting, allowing for tax advantages and better control of project spending.
    - Delivered greater visibility to data and stronger SOX controls; reduced monthly close time from 7 days to 5 days.
    - Partnered with change management to develop and deliver end user training

EDUCATION

Bachelor of Science in Management, Accounting Concentration, University of Pittsburgh, Greensburg, PA