

MARQ W. DEAN, PMP, CSM

Sr. Technical Program Manager

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PROFESSIONAL SUMMARY

Hands-on Technical Program Manager with 15+ years of experience driving complex technical programs from inception to delivery. Proven expertise establishing enterprise PMOs, delivering digital transformation initiatives, and leading cross-functional engineering teams. Strong technical background in system design, architecture, and development with demonstrated ability to balance business needs with technical constraints. Track record of managing stakeholders, negotiating trade-offs, and delivering measurable business value in ambiguous environments.

CORE COMPETENCIES

- Technical Program Management
- System Design & Architecture
- Software Development Experience
- Cross-Functional Team Leadership
- Enterprise PMO Leadership & Development
- Technical Requirements Development
- Risk & Compliance Management
- Stakeholder Management & Negotiation
- Digital Transformation Programs
- AI & Emerging Technology Implementation
- Release Management & Coordination
- Trade-off Decision Making

PROFESSIONAL EXPERIENCE

AMAZON/VIGOR MARINE GROUP @ RAINING VIRTUE

Senior Technical Program Manager & Head of PMO and GRC (January 2024 - Present)

- Led Microsoft Cloud Migration program end-to-end, managing requirements, architecture, data migration, and security implementation while coordinating cross-functional engineering teams
- Established Enterprise PMO from inception, implementing portfolio management system in Smartsheet, Azure DevOps and JIRA that standardized project delivery and improved resource allocation

- Drove complex CMMC compliance program for federal requirements, managing technical implementation across security, development, and operations teams
- Created product development framework for security tools, writing detailed technical specifications for threat identification and response systems
- Developed IT Steering Committee charter and procedural governance, aligning technology investments with business objectives through structured decision-making processes
- Managed Cyber Risk Advisory Committees, integrating risk management into JIRA ticketing and developing technical standards for security assessment

T-MOBILE-SPRINT/BLINK UX

Senior Technical Program Manager (July 2021 - March 2022)

- Led AI-driven customer experience product development, writing technical requirements and prioritizing features in Azure DevOps
- Developed detailed system specifications for digital experience platform, focusing on personalization and optimization functionality
- Created technical requirements documentation for PEGA systems governance, ensuring secure integration with enterprise platforms
- Managed team implementing AI experience optimization tools, resulting in 10% improvement in customer satisfaction metrics
- Provided technical program leadership for the number one digital priority for T-Mobile in 2021

VERIZON/EVOLV AI

Senior Technical Program Manager (February 2022 - October 2022)

- Led development of AI-driven multivariate testing platform, designing technical architecture and writing detailed specifications
- Created product roadmap for AI optimization tools, prioritizing features based on client security and performance requirements
- Developed PMO best practices and requirements documentation standards for SaaS product development

- Designed executive reporting dashboards integrating security metrics and KPIs for client communication
- Managed multi-disciplined engineering teams at AI-driven SaaS startup, delivering more than double the contractual ROI goals

TEAGUE

Senior Program Manager/Producer (September 2018 - March 2021)

- Authored technical requirements for aviation security visualization products, defining architecture and prioritizing features for Boeing and aerospace clients
- Developed MVP specifications for manufacturing data visualization platform used by Boeing Commercial Airplanes
- Created technical documentation for security-focused customer experience platforms in transportation sector
- Led cross-functional product teams implementing digital visualization tools for complex security environments
- Managed change through 737MAX and Covid19 crisis, implementing technical solutions that increased revenue by 25% YOY

MOONRISE LANDING LLC

Principal PMO Consultant (July 2014 - Present)

- Managed \$18M Disney technical product implementation, writing detailed requirements for secure digital experiences
- Created comprehensive technical specifications for AT&T marketing platforms, focusing on user security and data protection
- Developed product requirements documentation for enterprise solutions across aerospace, technology, and entertainment sectors
- Spearheaded \$18M digital project end-to-end for Disney and managed \$10M marketing program for AT&T
- Delivered technical solutions from vision through launch for multiple domestic and international corporations

TECHNICAL PROFICIENCIES

- Program Management Tools: Azure DevOps, JIRA, Smartsheet, MS Project, NetSuite, Rally

- Development & Architecture: System Design, SQL, HTML5, Ruby, Bootstrap, .NET
- Microsoft Ecosystem: Microsoft 365, Azure, Dynamics 365
- AI & Analytics: Power BI, Google Analytics, Tableau, AI/ML technologies
- Design & Testing: Adobe Creative Suite, User Experience Design, Usability Testing, Prototyping & Testing

CERTIFICATIONS

Project Management Professional (PMP), Project Management Institute

Certified Scrum Master (CSM), Scrum Alliance

Six Sigma Military/Defense, Certified OKR Coach, Associate Business Continuity Professional (ABCP)

KEY ACHIEVEMENTS

Large-Scale Program Management: Successfully managed multiple \$10M+ technical programs from inception to delivery across diverse industries

Technical Leadership: Effectively represented engineering constraints to business stakeholders while translating business requirements into technical specifications

Cross-Functional Coordination: Led programs across multiple teams and departments, establishing standardized processes and coordinating release schedules

AI System Implementation: Developed technical requirements and managed implementation of multiple AI-driven platforms, resulting in measurable business impact