Jeff Shariat

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Versatile Project / Product Manager with particular strength in task and process development, business analysis, documentation and general operations for large and small businesses.

AREAS OF EXPERTISE

- Extensive experience managing large- and small-scale projects including budget and schedule ownership.
- Well-rounded understanding of, and experience with, balancing business needs with technical challenges.
- Clear focus on identifying effective and tailored solutions for business and technical challenges.

Program and Project Management   +17 Years

- Over 13 years of project management experience including the full software development life cycle for large- and small-scale companies alike, including Agile, Scrum, SAFe (Scaled Agile), Rational Unified Process (TMS Blueprint), waterfall, etc.
- Led projects with budgets ranging from razor thin to over $50MM.
- Led teams ranging in size 3-150 people including matrixed, functional and projectized resource structures.
- Responsible for coordination of budget, schedule, resources, testing, etc. of multiple end-to-end large-scale initiatives simultaneously.
- Regularly lead large cross functional meetings to drive business and technical stakeholders to decisions.

Product Management + Business Analysis   +14 Years

- Translate the business vision and needs of strategic stakeholders into to actionable engineering tasks and deliverables, via various forms of documentation including flow charts, functional requirements, user stories, utilizing various tools including JIRA, and others.
- Create use case diagrams, high-level flow charts, and other documentation to ensure clear understanding of requirements, scope, etc.
- Ensure that business vision and goals associated with feature sets are communicated clearly to the engineering team, and that delivered products appropriately address business requirements.
- Lead large cross functional meetings to facilitate business and technical discussions and decision making between project verticals.
- Interview project stakeholders for scope, requirements, etc related to the project to ensure all elements are identified and understood.

Process Development and Improvement   +16 Years

- Work with management stakeholders to identify and eliminate inefficiencies in supply chain including inventory management and operations, customer ordering, raw product receipt, processing and order preparation and distribution.
- Identify and implement solutions to improve the efficiency of the broader organization including the implementation of new tools.
- Continuously improve process through the use of monitoring, data collection, analysis, evaluation and re-implementation.

Vendor / Client Management and Integration   +12 Years

- Work with stakeholders directly to understand big picture needs to define tailored solutions to meet specific business needs.
- Manage day-to-day relationship and client expectations, including roadmap, communication, and negotiating contracts, deliverables, etc.
- Work with on-site and off-site vendors to coordinate requirements, expectations, schedules, roadblocks, etc to ensure smooth delivery.
- Led vendor evaluations and recommendation to senior management on final selection of vendors, suppliers, etc.
- Coordinate and support the development of Master Service Agreements for long- and short-term partnerships of various kinds including Service Level Agreements, exhibits, schedules, etc.

Resource Management   +7 Years

- Identify and interview candidates as well as coordinate contracts, and other on-boarding related activities for new resources.
- Coordinate day-to-day workload and responsibilities of multiple direct reports, including time-off and timesheet review and approval.
- Define and ensure use of best practices to ensure quality work output and service to internal / external counterparts.

Customer Service and Support   10+ Years

- Responsible for direct customer interaction to resolve escalated issues including unhappy customers, complicated technical issues, etc.
- Define and track metrics to improve team performance including Time to Respond, Overall Satisfaction, Number of Contacts, etc.
- Define, implement and continuously improve best practices to improve team efficiency including regular training, knowledge base, etc.

EDUCATION

Boston University   1999 – 2003

- Bachelor's Degree in Psychology; Minor Concentrations in Statistics and Business Administration and Management

Udacity   2019

- Data Analyst Nanodegree (Use Python, SQL, and Tableau to uncover insights, communicate critical findings and data-driven solutions)

CERTIFICATIONS

- Project Management Professional (PMP)   2016
- Certified Scrum Master (CSM)   2017
- Certified SAFe Release Train Engineer (Scaled Agile RTE)   2018

SKILLS

- Particular skill in understanding business problems, efficiently documenting requirements and solutions, and effectively communicating complicated issues across project stakeholders of all levels.
- Extensive experience interpreting + communicating complicated technologies + technical requirements to non-technical personnel.
- Excellent problem-solving skills with particular focus on communication, documentation, and consensus building.
- Extensive experience quickly adapting to new environments and ramping up on new technologies and industries.
- Knowledge of the dynamics of interpersonal relations in a group setting including conflict resolution, motivation + communication.

EXTENSIVE DETAILS AND RECOMMENDATIONS AVAILABLE @
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