BIJAN MARJAN (PMP, PSM, CISSP, CCSP)
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Senior Technical Program Manager

Technically savvy, hands-on, driven program manager capable of delivering programs at scale. With a foundation in engineering and a rich experience spanning industries, I pride myself on navigating ambiguity, understanding intricate technical architectures, and ensuring alignment with organizational objectives. My agile and collaborative approach is underscored by a strong data-driven methodology that guides program delivery and decision-making processes working with geographically distributed teams.

Core Competencies

- Managing Scrum Teams and Projects, Jira and associated tools
- Hand-on/Programming Languages (Java/C++/Python)
- Road-mapping and managing complex programs
- XFN Collaboration & Communication
- Risk, Dependency, Issue Management

- Reliability, Correctness, Stability
- CI/CD Processes and Workflows
- Data-Driven Methodology
- Data Pipelines and Automation
- Agile Delivery Models (Scrum, Kanban)
- Cloud Software Products and Development (GCP, AWS)
- IaaS, PaaS & Serverless Technology

- Process Optimization & Continuous Improvement
- Machine Learning Models, MLOps and Deployment
- Customer-Centricity
- Stakeholder Management and Influencing

Recent Quotes

- *You are a true rockstar TPM!*
- *I've always appreciated your continuous support and power to bring many folks in the same room and push forward our goals.*
- *I'm constantly impressed by your ability to drive a seemingly infinite number of concurrent projects and to operate at both a very high level while at the same time having enough technical knowledge to dive-in and help unblock engineers.*

Work Experience

Hudson River Trading
Technical Project Manager   **12/2023-Present**

Responsible for New York-based Scrum teams engaged in the delivery of products associated with post-trade functionality from trading in quantitative and algorithmic trading strategies:

- **Lead Scrum teams**, optimize delivery and velocity of the teams, reporting and monitoring, coaching teams and product managers.
- Built a reporting framework using Python to measure metrics on productivity and delivery performance, code complexity (Pylint, AST, etc.), and other code metrics integrating with tools such as **Jira, Phabricator, Sourcegraph, Slack, Google (GCP)**, and other tools that have had a meaningful impact on delivery and predictability of the increments. Built integrations myself.
- Built tools to identify bottlenecks, and prioritize backlog automatically based on team capacity, skills, critical paths, advanced burndown and cumulative flow charts. Built and sourced Grafana Dashboards with the data.
- Built **Jira to Slack commands** for improving developer experience in creating Jiras.
- Introduced processes to measure, report, and communicate to managers and stakeholders providing visibility into progress, risks, issues, performance, etc. Built own Jira classifier using ML BERT/pytorch/Tensorflow solution to auto-story point based on the classes of Jiras
- Interface with Biz Dev and operational partners for prioritization and managing deliveries.

Meta Platforms, Inc.   **05/2022-07/2023**
Technical Program/Product Manager

Responsible for Software Infrastructure Products at Meta as well as Program Manager including **Reliability, Correctness, Observability, AIOps, Data, and Developer Experience**. Providing telemetry, goaling, signaling, and developer tooling for Facebook, Instagram, Ads Manager, and other products to prevent major regressions that could have cost millions of dollars/days due to functional regressions.

- Collaborate with XFN teams such as product engineering, product management, data science, and customer product operation teams to prioritize deliverables, manage risks and dependencies, and achieve shared goals.
- Collaborated with Data Science and Data Engineering to develop and deploy machine learning models (e.g., GAN-BERT, KNN).
- Product Manager for our data pipelines to feed user bug report data and managed the Privacy, pipeline uptime, reliability, and features backlog. Setting product strategy, North Star metrics, and roadmaps
- Lead Product Lifecycle Management (PLM) and Rhythm of Business (RoB) for the Client Foundation team in Infrastructure, implementing tooling, tracking risks and issues, and driving Objectives and Key Results (OKR/KPIs).
- Highlight Skills: Privacy, NoSQL tech, Presto, Scuba, GraphQL, Hive, Python, and C++, VSCode, Agile development, Project management, reliability engineering, metrics, AI/ML, Cloud and tenant management, PLM, Risk and dependency management.

J.P. Morgan Chase & Co   08/2011-05/2022
Product Manager/Engineering Manager (Cybersecurity, SecOps, Technology Controls)
Responsible for the program and product owner across all users.
- Partnered with key business leads (across APAC/EMEA/NAMR/LATAM) and stakeholders to gather pain points in cybersecurity and access management, setting product strategy, north star metrics, and roadmaps.
- Worked with 100+ product engineering teams and as many businesses and Implemented Roles-Based Access Control (RBAC) hybrid model with Attribute-Based Access Control (ABAC). This was the finance world's largest implementation of RBAC.
- Implemented Cybersecurity controls and dashboards (Tableau and QlikSense) for senior management and operations.
- Handling Security Incident Response for the Corporate & Investment Bank

Engineering Manager & Product Manager
- Product Owner for the Investment Bank's (IB) first and only cross-line-of-business reporting solution for Wholesale clients to consolidate reports from source systems and provide multiple views through portals and distribution channels. Became the most used IB application, was nominated for an American Financial Technology Award, and offered features that attracted new clients.
- Responsible for the development of the main report distribution product for Corporate and Investment Bank, handling 700K+ reports daily, onboarding nearly 70K users, and supervising up to 20 employees and consultants with direct reports in the US and offshore. Partnering with users and clients across EMEA/NAMR/LATAM/APAC.

Technical Program Manager/Engineering Manager - Trading & Payments
- Responsible for the development of a cross-asset trade status portal, a Markets Dashboard that notified clients in real time to affirm and pre-settle trades, process payments, manage margin, and other functions. Led the use of NoSQL technologies (SOLR, Kafka) to improve the performance of data retrievals on the client portal and migrated applications to Docker and Amazon Web Services (AWS) as part of an overall migration of applications to the hybrid cloud model (internal and vendor data centers).
- Highlight Skills: Financial Services (trading/banking), Project Management, Scrum, Java/JavaScript, Python, NoSQL, Apache Spark/Hive, AWS Cloud, Spring Boot and Microservices, Kubernetes, Automation/RPA/Alteryx, Sailpoint SaaS, I&AM, CVSS, CI/CD, Tableau and QlikSense, Kafka, PLM, REST, PaaS, risk and dependency mgmt., localization and i8n, Splunk and monitoring and logging tools.

HSBC Private Bank USA, Inc   **11/2009 – 08/2011**
Engineering Manager
Oversaw and contributed to the development of components, software, and architecture for account and customer creation and maintenance, balance inquiries, AUM, and reference data.
- Led a 30-person development team across multiple locations, managing resource allocation and overseeing the collaboration between technical and business stakeholders for seamless solution implementation.
- Orchestrated the creation of a global eCRM solution for Private Bank clients, consolidating onboarding processes, KYC monitoring, and regulatory compliance while migrating 15 years of client data.
- **Implemented Agile Processes** and tools like Jenkins and automated scripts to streamline code deployment, reduce manual effort, and automate issue detection in nightly builds.
- Contributed to the development of Message Flows and established a standardized canonical schema, resulting in faster contract negotiations and successful project delivery.
- Highlight Skills: Financial Services (trading/banking), Project Management, Scrum, Java/JavaScript/JSF, REST, SQL, CI/CD pipelines, messaging (MQ/MessageBroker), Data engineering.

UBS Financial Services, Inc   **07/2007 – 11/2009**
Solutions Architect, Director
Supervised 10 employees and consultants while managing stakeholders across technical and business areas.
- Implemented core architecture/infrastructure of next-generation WMA web services development platform and BPM workflow; defined service model and partnered with data architects to create a formal Canonical Modeling function.
- Established governance structure across WMA technology teams, providing a complete representation of business areas, data models, and schemas, equipping teams with critical tools to integrate into enterprise service bus.
- Designed, implemented, and supported the framework for Service Works, a complex portal that streamlined client onboarding, reporting, and requests for client advisors and investment centers across North America.
- Architected an application that automated branch and home office workflow for 500+ branches, improving branch/home office productivity and lowering the cost of operations.
- Highlight Skills: Financial Services (trading/banking), Project Management, TIBCO EMS, Java EMS, MQ Messaging, REST/Web Services, Modeling and taxonomy management, Java/JS/JSF, TIBCO BusinessWorks, TIBCO Process Engine

Additional Relevant Experience
Bank Of New York Mellon, Inc | **Enterprise Architect (VP) –** Responsible for building web portals and core Java architectures
Merrill Lynch – Architect and component modeler for Merrill's institutional pricing platform
QuestOne Decision Sciences – Software Developer for manufacturing companies building process optimization software (o9).

Education and Accreditations
Master of Science (MS) in Computer Science, Lehigh University, Bethlehem, PA
Bachelor of Arts (BA) in Computer Science & Economics, Lehigh University, Bethlehem, PA
Certified Information Systems Security Professional (CISSP)
Project Management Professional (PMP)
Professional Scrum Master 1 (PSM 1)
Certified Cloud Security Professional (CCSP)
Certificate from Stanford University for Machine Learning Course (Coursera)