DUSHYANT SINGH

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SUMMARY

Innovative, impact-driven Technical Product Manager and certified scrum master with 4+ years of experience in managing multiple teams to scope, design, develop and release products in agile/scrum environments.

EXPERTISE

- Resource Management
- Scheduling
- Full Life Cycle Project Management
- JIRA/Confluence
- Scope Control
- iOS/Android Development

- Product Management
- Process Improvement
- Requirements Gathering
- Agile/Scrum
- Contract Negotiation
- Collaborative leader

PROFESSIONAL EXPERIENCE

Technical Product Manager   **Dec 2014 - Present**
San Francisco International Airport (City and County of San Francisco), CA

- Product manager of SFO's first native mobile application to be used by 20,000+ Airport staff.
- Responsible for managing the roadmap, designing key features and UX changes. Important updates are evaluated against the key results that were established before their launch.
- Regularly present product roadmap and release plan to Airport executives.
- Review field performance of products and seek opportunities for improvement.
- Provide technical/managerial oversight (design, development, implementation & evaluation) to multiple intra- and inter-Airport projects.
- Ensure projects are conducted in compliance with applicable government and regulatory procedures.
- Implemented a new process to capture driver's information on the airfield. The new process saved $34 million in revenue.

Technical Project Manager Intern   **July 2014 – Dec 2014**
San Francisco International Airport (City and County of San Francisco), CA

- Managed a team of 3 developers to develop and deploy a simulator to simulate real-world drop-off/pick-up activity of Uber, Lyft & Wingz at SFO.
- Solution licensed to American Association of Airport Executives (AAAE) to be sold to other North American Airports.

Senior Financial Associate   **November 2011 - June 2014**
Citibank, Newark, CA

- Deliver outstanding client services by executing financial transactions in accordance with bank policies and procedures while maintain an acceptable record in daily drawer balancing.
- Deepen client relationships by effectively executing all services and referring bank products while achieving goals through daily sales activities and branch sales promotions.
- Develop new business; prepare client presentations and market new products.

ACHIEVEMENT HIGHLIGHTS

2015 *Application Based Commercial Transportation (ABCT)*

- Managed a team of 3 developers to develop and deploy a test simulator to simulate real-world Uber, Lyft & Wingz drop-off/pick-up activity at the airport, first of its kind at any major Airport in the world.
- Won 2015 Best of California Award.
- Solution was licensed to American Association of Airport Executives (AAAE) to be sold to other North American Airports.

2017 *Temporary Access Badging System (TABS)*

- Managed a team of 6 developers to design, develop and implement a solution to replace the existing outdated method of issuing temporary badges at the airport.
- The new-implemented solution allows Security Office to conduct a background check on an applicant via SOAP (adjudication database) and Department of Homeland Security NoFly list data to determine if the badge can be issued to the applicant.
- The new solution takes only 30 seconds in total, from handing over a government-ID to obtaining a badge.
- The new solution significantly improved the operational security of the Airport.

2018 *SFO Copilot - SFO's first native mobile app for Android and iOS*

- Managed a team of 10 developers to design, develop and release Android/iOS app to be use by 20,000+ airport employees.
- Industry-first effort by SFO to develop an app that provides real-time operational information to all airport employees.
- Continuously developed and released new app features monthly using React/React Native/Redux.

TECHNICAL SKILLS

- JIRA
- Confluence
- ServiceNow
- Clarity
- Microsoft Office Suite

- Microsoft Visio
- AWS Cloud Services
- REST API Integration
- Runscope API Monitoring

EDUCATION AND CERTIFICATIONS

Scrum Alliance	**AWS Training and Certification**	**Bachelor of Science**
Certified Scrum Master (CSM)	**Developing on AWS**	**Management of Information Systems**
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		08/2010 – 06/2015