# Jason Miller, PMP
## Program Manager & PMO Director

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*Program Manager & PMO Director with 10+ years leading complex, regulated enterprise programs in financial services and consulting. Co-led delivery operations that drove 8% YOY growth of released legal decisions within an $18 million, 160-person hybrid Scaled Agile program, and led 11 Project Managers to 100% on-time quarterly delivery. Certified PMP, SAFe RTE, and Scrum Professional with dual advanced degrees, specializing in talent development, stakeholder management, risk-aware cross-functional strategy, data-driven decision-making, and change management. Recognized for accelerating team productivity by 20%, reducing planning times by 35%, and building award-winning teams in high-stakes environments. Seeking the next professional challenge delivering impacts for a portfolio of strategic initiatives. U.S. Citizen; Public Trust clearance.*

## EXPERIENCE

### Booz Allen Hamilton
*2020 – Present. Charleston, SC*

**Deputy Program Manager**  *2025 – Present. Charleston, SC*
- Co-directing a team of 11 Project Managers & their workstreams, achieving 100% on-time completion of quarterly commitments through risk-aware budgeting, scope management, work planning, and organizational strategy.
- Overseeing SaaS product lifecycle management for an $18 million, 160-person hybrid Scaled Agile enterprise program in a highly regulated environment, enabling a record 126,000 appeal decisions in FY25 (8% year-over-year increase).
- Serving as a primary liaison to business owners, aligning product priorities with partner needs and organizational strategy.
- Orchestrating generative AI governance, including AI-assisted coding guardrails, responsible-use policies, & risk controls.
- Analyzing stakeholder feedback and operational data to refine roadmaps, improving partner experiences program-wide.

**Lead Proposal Manager**  *2021 – Present. Charleston, SC*
- Authoring and editing 6 RFP responses for U.S. government contracts, including as 11% of a $2.4 billion overall win.
- Leading teams of 10+ writers from outline to delivery of development efforts, ensuring consistent voice and compliance.
- Contributing cumulative technical and program content of 20+ pages and providing 10+ rounds of detail-oriented edits.

**Lead Product Owner**  *2024 – 2025. Charleston, SC*
- Developed strategic roadmaps and customer reports for a cloud application platform serving 20+ enterprise products.
- Eliminated 85% of 700+ backlog items, reducing total by 600+ & reducing planning time by 35% (from 3 to 2 hours/week).
- Delivered 50+ reports to executive stakeholders, enabling informed choices on milestones, progress, & long-term impacts.

**Program Management Office Lead**  *2023 – 2024. Charleston, SC*
- Built and scaled an internal PMO supporting 4 IR&D product innovation programs, inculcating standards and mindsets.
- Accelerated 7 teams' productivity by 20% (measured in sprint velocity) by automating 4 workflows and delivering 30+ standardized templates and forms.
- Trained executive leadership on Agile best practices, securing a formal mandate to scale coaching to 100% of PMO teams.
- Produced and delivered 20+ executive presentations, guiding leaders with clear OKRs, KPIs, and data-driven storytelling.

**Lead Project Manager & Product Manager**  *2020 – 2023. Charleston, SC*
- Launched a proprietary SaaS developer portal to 650 unique users in week 1 and 3,500 of 5,000 target users in year 1.
- Steered budget management, E2E product strategy, GTM planning, & partner relationships across multiple departments.
- Published 14 one-pagers, whitepapers, sell decks, job aids, and training materials to support adoption.
- Negotiated a coveted multimillion-dollar reseller agreement with Spotify by operationalizing licensing and productization.
- Represented the company at a Spotify-hosted customer panel webinar, generating 5,000+ impressions across channels.
- Mentored 8 direct and matrix reports to higher seniority levels, with 3 earning multiple promotions and becoming peers.
- Awarded 4 times for above-and-beyond service to projects, products, teams, and individuals.

### BHG Financial
*2019 – 2020. New York, NY*

**Senior Operations Analyst**
- Headed process improvements, change management, and strategic analysis for a finance firm's marketing engagements.
- Expanded operating sales hours by 40% from 10 to 14 hours per day, coordinating 7 department heads & 4 C-level executives to optimize staffing & capabilities.

### State Street Corporation
*2016 – 2019. New York, NY*

**Technical Writing Manager**
- Initiated a new documentation system for 115 financial instrument models, achieving 90% usage within 6 months.
- Reduced internal consultations by 30% by translating complex technical concepts from 15 financial engineers into digestible, plain-language documents for 60 non-technical salespeople.

### Morgan Stanley
*2015 – 2016. New York, NY*

**Senior Technical Writer**
- Decreased process error rate by 15% by advancing process and documentation workflows impacting 80+ engineers.
- Enhanced knowledge transfer to 150+ new help desk contractors to sustain continuity during a vendor transition.

## Thomas Publishing LLC

**Technical Writer**
- Increased a publisher's average monthly revenue for RFQ sourcing by 25% from $12,000 to $15,000 per month.
- Achieved 10,000+ impressions within five weeks of debuting a customer-oriented Knowledge Center with detailed buying guides for industrial, commercial, and consumer products.

## EDUCATION

### University of Rochester, Simon Business School
**Master of Science in Management**

### University of Rochester
**Master of Science in Mechanical Engineering**

### University of Rochester
**Bachelor of Science in Mechanical Engineering, Minor in English**

## CERTIFICATIONS

### Core Credentials
- PMP (PMI Project Management Professional)
- RTE (Scaled Agile SAFe 6 Release Train Engineer)
- CSP-PO (Certified Scrum Professional – Product Owner)
- CSP-SM (Certified Scrum Professional – Scrum Master)
- PMI-ACP (PMI Agile Certified Practitioner)

### Additional Accreditations
- ICP-ACC (ICAgile Certified Professional – Agile Coaching)
- ICP-ATF (ICAgile Certified Professional – Team Facilitation)
- BAH-AIS (Booz Allen Artificial Intelligence Specialist)
- BAH-CCE (Booz Allen Cloud Computing Essentials)
- BAH-EPL (Booz Allen Effective People Leader)

## SKILLS

### Leadership & Strategy
- Product, Project, & Program Management
- Stakeholder Management & Executive Reporting
- Talent Development & People Management
- Strategic Planning & Roadmapping
- Team Leadership / Facilitation / Mentorship & Coaching
- Partner Relationship Management / Conflict Resolution

### Tools & Platforms
- Atlassian Jira / Atlassian Confluence / Asana / Smartsheet
- Microsoft 365 (Excel, PowerPoint, Project, SharePoint)
- Mural / Lucidchart / Diagrams.net (Draw.io)
- Generative AI (Copilot, ChatGPT)
- Documentation Platforms (MediaWiki, TWiki)
- Markup Languages / Markdown / LaTeX

### Product & Program Management
- Product Strategy & Go-to-Market
- Program Financial Stewardship & Budgeting
- Proposal Development & Technical Writing
- PMO Establishment & Governance
- Cross-Functional Collaboration / Client Service

### Governance & Compliance
- Change Management
- AI Governance & Responsible-Use Policy
- Regulatory Compliance (Federal, Financial)
- Risk Management & Controls
- Data Privacy & Access Controls

### Agile & Delivery
- Scaled Agile (SAFe), Scrum, Hybrid, & Waterfall Practices
- Release Train / Program Increment Planning
- Backlog Prioritization & Sprint Planning
- Workflow Optimization & Process Improvement

### Technical & Data
- SaaS Product Operations
- Data-Driven Decision Making / KPIs & OKRs
- Basic Cloud & DevOps Literacy
- SQL / JQL / Reporting / Dashboarding