Jason Miller, PMP

Program Management & PMO | AI-Enabled Delivery

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10+ years leading complex, regulated enterprise programs and 7 years of direct people management in financial services and consulting. Co-led delivery operations and a team of 11 Project Managers for an $18 million, 160-person hybrid Scaled Agile program, driving 8% YOY growth of released legal decisions and 100% on-time quarterly delivery. Certified PMP, SAFe RTE, and Scrum Professional with dual advanced degrees, specializing in talent development, stakeholder management, AI-enabled delivery, 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. Process improvement expert and executive operator trusted with high-stakes internal & external communications, including proposal content contributing to 11% of a $2.4 billion win. U.S. Citizen.

EXPERIENCE

Anatta Design

2026 – Present. Charleston, SC

Project Manager

- Managing delivery, capacity forecasting, utilization, and client, vendor, and stakeholder relationships for eCommerce consulting & SaaS implementation engagements that generated $312K in revenue in 6 months.
- Driving Shinesty's 5-month replatform to Shopify to an on-schedule launch, keeping all 7 discount and shipping behaviors live through Shopify's June 30 Scripts shutdown.
- Establishing the company's first formalized intake and tracking systems for resource and process-change requests and authoring its first Agile work estimation guidebook, both adopted by leadership as company policy.
- Designing and deploying custom AI agents that generate daily client stakeholder summaries and draft biweekly steering-deck updates for client and internal executives, saving 2+ hours/week per project and 6+ hours per refresh.

Booz Allen Hamilton

2020 – 2026. Charleston, SC

- Progressed from delivery management to enterprise program leadership at a technology consulting firm.

Deputy Program Manager ***2024 – 2026. Charleston, SC***

- Co-directed a team of 11 Project Managers and their workstreams, achieving 100% on-time completion of quarterly commitments through staffing and capacity planning, risk-aware budgeting, scope management, and work planning.
- Enabled a record 126,000 appeal decisions in FY25 (8% year-over-year increase) while overseeing SaaS implementation and product lifecycle management for an $18 million, 160-person hybrid Scaled Agile enterprise program (20+ teams, 110+ developers) in a highly regulated environment.
- Served as primary liaison and escalation point for business owners and platform customers, translating stakeholder feedback into strategic roadmaps for a cloud application platform serving 20+ enterprise products.
- Eliminated 85% of a 700+ item backlog through deduplication, triage, and prioritization, reducing planning time 35%.
- Contributed to generative AI governance: AI-assisted coding guardrails, responsible-use policies, and risk controls.
- Delivered 50+ reports to executive stakeholders, enabling informed choices on milestones, progress, & long-term impacts.

Proposal Manager (Collateral Duty) ***2021 – 2025. Charleston, SC***

- Authored and edited 6 RFP responses and 3 wins for U.S. government contracts, including 11% of a $2.4 billion overall win.
- Orchestrated teams of 10+ writers from outline to submission, ensuring consistent voice and compliance.

Program Management Office Lead ***2023 – 2024. Charleston, SC***

- Built and scaled a supportive PMO for 4 IR&D product innovation programs, instilling standards and mindsets.
- Administered division-wide Jira boards, permissions, and automations that leadership set as the internal default.
- Accelerated 7 teams' sprint velocity by 20% by automating 4 workflows and standardizing 30+ 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 Backstage-based SaaS developer portal to 650 unique users in week 1 and 3,500 of 5,000 target users in year 1.
- Co-organized an internal hackathon that proved the portal: all 15 teams built working applications in under 12 hours.
- Led, coached, and developed 8 direct and matrix reports to higher seniority levels and conducted performance reviews; 3 earned multiple promotions and became peers.
- 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.
- 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.

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 – Agile Team Facilitation) | BAH-AISP (Booz Allen Artificial Intelligence Specialist Practitioner) | BAH-CCE (Booz Allen Cloud Computing Essentials) | BAH-EPL (Booz Allen Effective People Leadership)

SKILLS

Leadership & Strategy: Product, Project, & Program Management | Strategic Planning & Roadmapping | Stakeholder Management & Executive Reporting | Team Leadership / Facilitation / Mentorship & Coaching | Talent Development & People Management | Enablement & Training Programs | Partner & Vendor Management / Negotiation & Conflict Resolution

Product & Program Management: PMO Establishment, Operating Models & Governance | Resource Intake & Request Management | Work Estimation & Scoping Standards | Capacity Planning, Utilization & Resource Forecasting | Product Strategy & Go-to-Market | Program Financial Stewardship & Budgeting | Proposal Development & Technical Writing | Client Service & Escalation Management / Cross-Functional Team Leadership / Cross-Functional Collaboration

Governance & Compliance: Regulatory Compliance (Federal, Financial) | Risk Management & Controls | Change Management & Adoption | AI Governance & Responsible-Use Policy

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

Technical & Data: Data-Driven Decision Making / KPIs & OKRs | SaaS Implementations, SDLC & Product Lifecycle Management | SQL / JQL / Reporting / Dashboarding | Basic Cloud & DevOps Literacy

Tools & Platforms: Atlassian Jira / Jira Service Management / Atlassian Confluence / Smartsheet | Microsoft 365 (Excel, PowerPoint, Project, SharePoint) | Generative AI & LLMs (Anthropic Claude skills & agents, Copilot, ChatGPT) | Mural / Lucidchart / Diagrams.net (Draw.io) | Documentation Platforms (MediaWiki, TWiki) | Markup Languages / Markdown / LaTeX

LEADERSHIP & COMMUNITY INVOLVEMENT

Stonecreek Property Owners Association, Inc.

2024 – Present. Charleston, SC

President

- Passing bylaw amendments and stabilizing reserve funding ahead of anticipated cost increases following major cost growth.
- Authorizing capital projects including the structural repair of a community dock and administering the association's web properties, alongside oversight of routine landscaping and architectural approval functions.

Employee Resource Group, Booz Allen Hamilton

2024 – 2026. Charleston, SC

Deputy Director (2026); Engagement Lead, Mentorship & Coaching (2024 – 2026)

- Ran 3 flagship engagement events for an ERG peaking at 450+ members, including a 100+ attendee event featuring the CEO and CTO and panelists, with the CTO serving as the group's executive sponsor.