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ENTERPRISE PROGRAM MANAGER | OPERATIONS GOVERNANCE | AI-ENABLED WORKFLOWS

U.S. Air Force Veteran and Enterprise Program Manager with 8+ years of experience leading complex programs across energy, technology, federal grants, and military operations. Proven track record managing \$350M+ program portfolios, strengthening governance frameworks, improving compliance readiness, and translating executive strategy into measurable execution. Experienced in FEMA, DOE, and federally funded infrastructure programs, with strong capabilities in cross-functional leadership, executive reporting, process optimization, and AI-enabled workflow improvement. Known for bringing structure to ambiguous environments, aligning diverse stakeholders, and building practical systems that improve decision-making, accountability, and operational performance.

Enterprise Program Management	Operations Transformation	Governance & Compliance
AI-Enabled Operations	Business Process Automation	Executive Reporting & Analytics
Cross-Functional Leadership	Stakeholder Management	Operational Excellence
Change Management	Digital Tools & Process Optimization	Agile & Waterfall Delivery

PROFESSIONAL EXPERIENCE

Decentralized Storage Alliance (DSA)

2025 - Contract

Operations & Strategy Manager (Sep 2025 – Present) San Juan, PR

- Built and launched dsalliance.io, a 5-section enterprise platform representing 9+ member organizations across Cyber Storage & Resilience, Data Sovereignty & Compliance, and AI-Ready Data Infrastructure
- Drove the cross-team production and release of DSA's survey-based industry research, contributing to 5+ publications for enterprise and government audiences
- Own DSA's external voice and market positioning, translating leadership priorities into deliverables across branding, content, and web presence.

LUMA Energy

2025 – Present

Enterprise Business Program Manager (Aug 2025 – Present) San Juan, PR

- Oversee enterprise-level program governance across FEMA, DOE, and NFC-funded initiatives, keeping engineering, finance, and grants functions aligned with regulatory requirements
- Built the Phase 0 Governance Framework end-to-end, cutting project initiation cycle times by 30% across a \$300M+ capital portfolio
- Stood up executive reporting dashboards that closed information gaps by 45% between LUMA, COR3, and FEMA
- Built Long-Term Investment Plans (LTIPs) across 4 asset categories, creating multi-year planning frameworks that tied engineering, finance, and regulatory priorities together
- Led optimization of documentation and scoring systems, cutting compliance revisions by 25% and improving audit readiness

LUMA Energy

2024 – 2025

Program Manager, Grants Management (Aug 2024 – Aug 2025) San Juan, PR

- Managed a \$300M+ portfolio of 300+ FEMA-funded energy infrastructure projects, coordinating submissions, revisions, and compliance under 406/428 guidelines
- Worked across Engineering, Finance, COR3, and FEMA to tighten documentation processes, improving project approval rates by 20%
- Coordinated hazard mitigation across project groups in line with FEMA 406/428 policy, protecting grant eligibility for the full portfolio
- Oversaw QA/QC with IEM and Baker Donelson consultants, raising the accuracy and consistency of DSOW documentation by 30%

AI, Automation & Product Development

2023 – 2024

Self-directed Professional Development (Nov 2023 – Aug 2024)

- Completed hands-on training in AI-assisted workflows, prompt engineering, automation, and large language model applications using Claude, OpenAI, Google Gemini, n8n, and Relevance AI
- Built independent AI-enabled workflow and SaaS prototypes focused on customer/job management, operational reporting, and process automation

Comcast

2023 – Contract

Strategic Planner Specialist (Jul 2023 – Nov 2023) New York, NY

- Led TLS protocol upgrades for 10+ global clients, increasing cybersecurity compliance by 40% and reducing platform vulnerabilities
- Implemented a robust access control system for over 500 employees, resulting in a 30% increase in data security and compliance, and streamlined internal data management processes
- Developed an enterprise business continuity and emergency response framework, improving organizational preparedness by 50% and strengthening coordination with parent-company stakeholders
- Supported 15+ internal and external audits, maintaining 100% documentation accuracy and improving audit process adherence by 20%

United States Air Force

2017 – 2023

Project Manager (Sep 2021 – Apr 2023) Holloman AFB, NM

- Delivered analysis on 550 operational line items within 2 weeks, directly supporting a \$10.2M Congressional funding outcome
- Managed compliance tracking for a \$4.7B asset portfolio, achieving 100% regulatory adherence during a critical operational window
- Improved equipment readiness by 20% through cross-functional coordination across maintenance planning, lifecycle events, and operational strategy
- Built and delivered rapid team training, preparing specialists within 5 days to manage service roadmaps, reporting requirements, and project data in enterprise systems

Scheduler Supervisor | Assistant Project Manager (Apr 2017 – Sep 2021) RAF Mildenhall, England

- Reduced critical operational delays by 92% through executive-level coordination on fleet availability strategy, scheduling priorities, and contingency planning
- Maintained 90% scheduling accuracy across multi-year aircraft maintenance operations using automated systems, historical records, and priority-based planning
- Sustained 95% customer satisfaction while managing distributed team coordination, schedule execution, budget inputs, and funding proposal support

EDUCATION**Graduate Coursework in Industrial/Organizational Psychology** | Liberty University

Completed 4 graduate courses toward M.A. degree

Bachelor of Arts in Communications, Telecommunications | Universidad Del Sagrado Corazón**Associate of Applied Science in Maintenance Management Production** | Community College of the Air Force**CERTIFICATIONS****AI & Technology:** Anthropic Claude AI Fundamentals | Anthropic Claude Code | OpenAI Prompt Engineering**Program Management:** Google PM Specialization | Google Agile PM | Jira Fundamentals | Confluence Fundamentals | Asana Fundamentals**Emergency & Risk Management:** ISO 300-800 Emergency Response & Risk Management Standards**Security:** Secret Security Clearance | U.S. Department of Defense | Active**TECHNICAL SKILLS****AI & Automation:** Anthropic Claude, Claude Code, OpenAI GPT, Microsoft Copilot, Google Gemini, Relevance AI, n8n, Power Automate**Program Management:** Smartsheet, Jira, Confluence, Asana, Microsoft Project, Monday.com, Notion**Analytics & Reporting:** Power BI, Tableau, Excel (Advanced), Google Data Studio**Collaboration & Development:** Microsoft 365, Google Workspace, SharePoint, GitHub, Framer, HubSpot CRM**Governance & Compliance:** FEMA Emergency Management Systems, ISO 300-800, Federal Grants Reporting (FEMA 406/428)**SELECTED DIGITAL & AUTOMATION PROJECTS****Capital Governance Portal** | Governance Prototype | Capital Programs

- Built an end-to-end governance prototype for project intake, scoring, prioritization, dashboard reporting, and decision workflows in a \$300M+ capital program environment.

GrantOps AI, Federal Grant Command Center | AI-Enabled Prototype | DOE/FEMA-Funded Programs

- Developed a federal grant management prototype with portfolio tracking, risk escalation, invoice readiness, closeout tracking, compliance support, and executive reporting.