

# VICTOR ESCALANTE

## Program Manager

✉ Vic@email.com

☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

## WORK EXPERIENCE

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### Program Manager

#### Horizon Blue Cross Blue Shield

📅 January 2015 - current 📍 New York NY

- Managed an annual program budget of \$5M+
- Set annual, monthly, and weekly goals for a NJ state-wide healthcare program that impacted 550,000 policyholders
- Fostered a culture of robust and comprehensive documentation
- Provided regular status updates to steering committees, stakeholder groups, and executive leadership
- Developed comprehensive monitoring of risks, issues, dependencies, contingency plans, and resources to remove 99% of roadblocks
- Implemented new training policy, decreasing turnover by 33%, and performed a variety of complex tasks involving administrative, analytical, and staff management
- Reduced the number of customer support requests by 14% year over year by fine-tuning documentation

### Program Manager

#### Appen

📅 April 2012 - January 2015 📍 Washington DC

- Oversaw program changes from inception to successful implementation, resulting in a 15% customer satisfaction improvement and an increase in annual retention of 11%
- Led a team of 5 project management professionals and conducted semi-annual performance evaluations
- Ensured compliance with EPMO standards, guidelines, and regulatory requirements
- Established project estimates and forecasts and managed to exceed performance forecasts by 5%
- Recommended 12 changes to program plan from original specifications based on an iterative feedback loop from customers and stakeholders
- Achieved 99% of milestones on time
- Spearheaded documentation overhaul, resulting in a 10% improvement in employee performance scores

## EDUCATION

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B.S.

Computer Science

#### University of Pittsburgh

📅 September 2008 - April 2012

📍 Pittsburgh, PA

## SKILLS

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Software development, requirements gathering, user stories, testing  
ETC, EAC development, resource planning  
Reliability, Availability, Maintainability (RAM)  
Root Cause Corrective Analysis (RCCA)  
Microsoft Excel, Visio  
Agile methodologies  
Jira

## SUMMARY

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*Program manager with 8+ years of experience building data-focused programs and scalable processes. I have managed budgets exceeding \$20M and projects grossing \$75M in revenue. I'm eager to collaborate with Zenda, LLC.*