

Patricia Putnam, PMP

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SUMMARY

Senior Technical Program Manager (PMP, CSM) who runs multi-disciplinary programs from planning through delivery: schedules, investment visibility, cross-functional coordination, and status senior leaders can act on. Has owned multi-million-dollar platform portfolios and concurrent AWS-backed initiatives, stood up release and change rhythms in regulated SaaS, and influenced product, engineering, and business partners without relying on line authority alone. Builds KPI and dependency dashboards, standardizes lightweight tooling, and stays close enough to technical tradeoffs to pressure-test plans. Currently standing up a new software studio alongside selective consulting.

CORE COMPETENCIES

Cross-functional program delivery (engineering, product, PMO, business) | Portfolio and dependency governance | Schedule and investment tracking | Risk, ambiguity, and shifting priorities | Influence without authority | Release management and CAB/change governance | Platform and modernization delivery | KPI and executive status reporting | Hybrid Agile/Waterfall | Mentorship and collaborative technical leadership | Regulated delivery (HIPAA-adjacent payer, SOC 2, ISO 27001 support)

EXPERIENCE

PACCAR Parts | Software Development Manager & Platform Delivery Lead

2024 - 2025

- Owned a \$6.5M backend infrastructure, application delivery, and modernization portfolio; directed 12 software engineers plus one QA across US and India time zones, supporting inventory, warehouse, logistics, and order processing for millions of SKUs and ~20 PDCs; led six concurrent AWS-related initiatives using hybrid Agile (Scrum/Kanban) and Waterfall
- Tracked schedule, scope, and investment tradeoffs; built metric dashboards for platform performance and dependencies so stakeholders could absorb change without derailing delivery; partnered with PMO on KPI visibility into business needs and budget utilization
- Recovered scope on a long-running PDC reporting program, stabilized stakeholder requirements, and delivered an MVP that replaced largely manual compilation with faster stock/pricing visibility and rolling-12-month reporting in time for audits and controls
- Co-led internal tooling standardization with the head of the PMO/BA group, including a global Monday.com rollout across engineering and data science (~25% higher departmental delivery output); key evaluator and coach for Salesforce configuration adoption for Parts use cases (not Salesforce admin)
- Workstreams spanned legacy AS400 (IBM i) support, feature delivery, internal customer support, and incremental Python/Java/AWS modernization planning, including API and cutover continuity design on a decision team (planning stage when tenure ended)
- Final escalation for team-owned infrastructure incidents on warehouse and related apps (~90% resolved within 6 hours; Pri1/Sev1 ~95% within 1 hour); owned recurring quarterly compliance-audit reporting and IBM system access reviews

Q Analysts | Client Site Manager & Practice Advisor / Technical Program Leader

2021 - 2023

- Managed a ~\$5M Fortune 100 client portfolio across five project teams (SDK/API, hardware, and product tracks), coordinating onshore and offshore delivery across multiple time zones; delivered a new product and ~15 releases (5+ major) in one year, on schedule and ~6% under budget
- Grew the practice from 12 to ~30-32 practitioners (hired 20) with ~85% retention; improved estimation ~25% via tooling, lead training, and early stakeholder planning
- Overhauled team structure and rhythm of business; secured primary managed-service posture and renewal with ~40% budget expansion
- Supported ISO 27001 readiness with security partners through requirement traceability frameworks; coached development and QA leads on Agile delivery practices

Array Health | Director of Quality Assurance / Director of Quality & Engineering Operations

2014 - 2016

- Owned QA and DevOps for a HIPAA-regulated, SOC 2-certified B2B SaaS health-insurance exchange provider serving multiple health plans nationwide (~12 FTE and ~30 on/offshore contractors; ~\$2.2M budget)
- Default release-management and CAB lead when Array had no dedicated release manager; change governance and environment promotion Dev through Production; entry/exit criteria and go/no-go gates
- Challenged five-hour release cycles, secured dedicated DevOps capacity, and established foundational CI/CD rails; cut deployment time from ~5 hours to under ~45 minutes (~85% faster) after measured handoff results won over skeptical technical leadership
- Cut significant UAT defect escapes ~90%; turned around a key at-risk customer in months (defects from 300+ to ~30); mentored senior SDET into QA Architect and mid-level analyst into lead
- Owned end-to-end contractor and vendor relationships: selection, contracting, rates, renewals, performance, and escalations

Trish Putnam Consulting | Principal Technical & Program Advisor

2017 - Present (*selective; concurrent with full-time roles and studio*)

- Advises clients on QA modernization, workflow automation, SaaS/integration portfolios, and infrastructure program delivery
- Directed full-lifecycle delivery for high-visibility Xbox QA initiatives; improved sprint turnaround ~15% via hybrid Agile/Waterfall
- Harmonized delivery reporting across Azure DevOps and Jira; metric-based dashboards (including Power BI) and backlog restructuring improved on-time deliverables ~10%

Premiera Blue Cross (contract) | Technical Program Manager / Project Manager, Quality Assurance

(prior)

- Directed testing strategy and release logistics in a high-governance health-insurance payer environment (HIPAA-adjacent; not clinical delivery)
- Led Selenium/Cucumber automation spanning 10 Agile Scrum teams; test coverage +50%; cut ~70% of manual QA tasks; shortened cycles ~1 week per major release

Independent software studio | Principal Systems & Automation Engineer

2025 - Present | Monroe, WA

- Standing up a new software studio alongside selective consulting; uses Cursor, Grok, ChatGPT, and Claude for development (each for different purposes), with human gates on build, dependency, and release decisions

Earlier technical program and quality leadership

- **AT&T | Quality Assurance Manager:** Three onshore/offshore QA teams with primary focus on e-commerce platform and the APIs that powered transactional journeys; shared release responsibility with Release Manager (technical validation and go/no-go); maintained compliance across 20+ enterprise initiatives; owned executive readiness reporting
- **Microsoft | Software Developer in Test:** Migration PM for mission-critical service moves (downtime under two hours); SharePoint, Search, and Microsoft.com release quality

SKILLS

Program / delivery: Portfolio and dependency governance; schedule and investment visibility; concept-to-delivery lifecycle; risk and change management; launch readiness and CAB/change governance; postmortems; influence without authority; hybrid Agile/Waterfall; mentorship

Technical context: REST APIs; SaaS and B2B integrations; AWS delivery and modernization context; legacy-to-cloud planning (AS400/IBM i); Python and SQL (working familiarity; reviewed and coached Python at PACCAR)

Tools: Azure DevOps, Jira (org admin and Zephyr at Array), Confluence, Monday.com, Google Workspace, Microsoft Teams, Slack; Power BI (functional KPI dashboards); architecture decision records

AI-assisted work: Cursor, Grok, ChatGPT, Claude (different purposes); human-in-the-loop review for planning, drafts, and code review support

EDUCATION AND CERTIFICATIONS

- MBA, Information Technology Management; BS, Information Technology (Network Design and Management), Western Governors University
- PMP #4314807; Certified ScrumMaster (CSM) #177908
- Google AI Specialization; Microsoft Generative AI for Data Analysis; Google Prompting Essentials (2026)