

Stephen S. Chen – MBA; PMI PfMP; Lockheed Martin PgMP; CSM; EVMS; 6 Sigma; Computer Security
Phone: (408)887-5976 Email: schen8081@yahoo.com

CAREER SUMMARY

Result oriented leader with expertise in engineering and IT/cyber program management and business operations, responsible for \$100M+ portfolio. Hand-picked by executive team to turn around underperforming programs; Trusted partner known and respected for leading successful change in projects and building credibility with customers. Solutions driver who bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects. My diverse background and operational excellence bring large organization discipline to start-ups and re-introduces the nimbleness of start-ups to large organizations.

EXPERIENCE

NuCompass Mobility, Pleasanton, CA

Sr. Vice President, Technology & Security

2020 - Present

Vice President, Technology

2019 - 2020

Executive providing vision and leadership in the innovation, implementation and management of technology, security and data science solutions that support business success, and programmatic quality and growth.

- Cultivate innovations and lead strategic initiatives including marketplace, AI and analytics, citizen development, robotic process automation, security champions, etc.
- Oversee product development teams composed of on-shore and off-shore engineering resources. Strengthen enterprise digital transformation, using technology as a differentiator in operation and service delivery.
- Establish and maintain a distributed and cloud infrastructure strategy, architecture, service standards through Objective & Key Results (OKRs), metrics, and service level agreements (SLAs) for most optimal performance.
- Responsible for the design, implementation and evolution of security and privacy policies and practices under ISO27001/ISO27018 and Privacy Shields/GDPR while transforming suppliers risk management programs.

SRI International, Menlo Park, CA

Director, Enterprise Program Management

2016 - 2019

In leading cross-functional teams at SRI, defined governance, structure, process and procedure to control operations and changes to project/program performance objectives enabling strategic alignment, optimized resources utilization, and enhanced integration across R&D/Engineering labs and divisions.

- Spearheaded the vision and creation of Advanced Technology and Systems Division Project Management Office (PMO), educating and hands-on partnership with 450 engineers/scientists and 200+ projects.
- Drove IT PMO in developing forecasting rigor, systems interfaces, and resource management for performance and budgeting benchmark and scorecards, risk management, reducing decision cycle from quarterly to monthly.
- Authored proposal volumes and provided program management oversight across CubeSat, space communication, quantum sensing, autonomy/human augmentation, medical diagnostics, and IoT domains.
- Modernized unified collaboration tools and implemented of ERP, FP&A, and PPM systems, enhancing financial and project operations, establishing business analytics and dashboards for joint program reviews.

Lockheed Martin Corp., Sunnyvale, CA

Program Deputy CIO

2011 - 2016

Responsible for \$100M P&L service contract, directed IT operations in support of 2,000 people Navy Fleet Ballistic Missile (FBM) customer, focusing on strategy, cost, schedule, technical, and security compliance (NIST/RMF/FedRAMP). Subcontractors and Earned Value Management.

- Program manager in a regulated industry driving customer advocacy, operational and technology roadmap, and development via agile/waterfall methodologies. Improved efficiency ratio by 40% during tenure.
- Oversaw the applications, platforms, and infrastructure to ensure optimal performance, 99.9% uptime, and protection of CUI (Controlled Unclassified Information). Team received LM Company Teamwork Award.
- Managed service desk across geo-distributed Navy bases, supporting ISO9001 (T90001B) manufacturing with PLM/ERP/Logistic commercial (SAP) and proprietary toolset. Customer satisfaction was rated high.
- Upgraded classified data warehouse and BI capabilities for flight telemetry analysis, used to review and trend performance and clarify anomalies, driving design enhancements. Awarded FBM Commendation Coin.
- Led tiger teams to implement cyber security policy and best practices including architecting and deployment of 2-factor authentication. Reduced program cyber incidence down to single digits within first 6 months.
- Program had conducted 161 successful test launches as of 2016.

Engineering Program Manager**2009 - 2011**

Reengineered software and hardware teams including Space Vehicle Tools, Simulation Test Bed, and Support Test Equipment (STE) for Air Force Space Based Infrared System (SBIRS) program. \$25M annual contractual responsibility as Cost Account Manager.

- Led Flight Hardware Engineering Card and Box STE leveraging Functional Test Assembly and Real-time Test Beds exercising “Test Like you Fly” principles. Received LM Extraordinary Engineering Excellence Award.
- Developed and responsible for O&M of classified simulation and modeling products, Satellite Control System, Onboard Database Tool, and Payload Tester Toolbox. Identified and closed “As-Designed, As-Built” gaps.
- Program successfully tested and launched first GEO satellite on May 7, 2011.

TRUSTe Inc., San Francisco, CA**2007 - 2009****Director of Technology**

Provided technical leadership to the company, responsible for deploying technology and enabling automation. Conceptualized, evaluated, and implemented strategies and plans to support company’s business objectives on Privacy services and platforms. Member of due-diligence team for M&A opportunity evaluation.

- Oversaw infrastructure and technical support teams to ensure delivery and monitoring of desktop services, network/system security, asset management, software and hardware updates, and disaster recovery.
- Pioneered company’s initial online privacy service offerings, Assessment Manager and Website Monitoring Manager, deriving new business streams. J2EE stack deployed on Amazon EC2/S3 and Force.com.
- Implemented Salesforce.com and Intacct FP&A/ERP platforms integrating sales, marketing, and customer support. Streamlined demand generation, customer onboarding, and quote to cash process time by at least 30%.

Lockheed Martin Corp., Sunnyvale, CA**Operations Manager****2006 - 2007**

Managed 24x7 data centers operation practicing ITIL, supporting 11 LM billion-dollar programs. Developed, implemented and monitored security, disaster recovery and business continuity plan to provide 99.9% uptime. Co-sponsored the One Company One Team (OCOT) effort for infrastructure standardization and virtualization leading to operation savings of over \$1M, which was nominated for LM Pinnacle Award for operational excellence.

Certified Principal Engineer (CPE)**2004 - 2006**

Built Air Force Space Based Infrared System (SBIRS) program Common Database (CDB) interfacing with and integrating data from Flight Software and Ground Stations. This eliminated 20+ disparate command and telemetry databases, enabling reallocation of over \$5M to other program efforts. Products developed using J2EE, Struts, Tiles, AJAX, ORM, and Web Services. Introduced Scrum and Kanban framework to Air Force customer and team.

eBay, Inc., San Jose, CA**2002 – 2004****Technical Program Manager**

Developed eBay Developer Program site, enabling efficiencies that drove program growth from 15 registered developers to over 10K within 18 months, increasing 3rd party-delivered listings three-fold. Provided the conduit to a range of “company firsts” including the announcements of initial launch of Alpha, Beta & Gold SDK programs, embedding API sandbox module, and platform integration for issues escalations.

Convera Corp., San Jose CA**Solution Architect – Professional Services****marchFIRST Corp., Cupertino, CA****E-Business Consultant****Compaq Computers Inc., Cupertino, CA****Sr. Information System Analyst****Intel Corp., Santa Clara, CA****Systems Engineer****EDUCATION/CERTIFICATION****University of California, Berkeley, Executive Program - Chief Technology Officer****Stanford University, Center of Professional Development - Computer Security****California Polytechnic State University, San Luis Obispo - MBA and MS Engineering****University of California, San Diego - BS, Mechanical Engineering***PMI PfMP; LM PgMP; Scrum Master; Control Account Manager; Earned Value Mgmt; Six-Sigma Green Belt***SECURITY CLEARANCE**

Department of Defense Top Secret w/ SSBI-PR (Inactive)

LANGUAGES

Fluent in English, Chinese, and Taiwanese

REFERENCE<https://www.linkedin.com/in/sschen>