HERSHAL WALTON
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PRODUCT MANAGEMENT | LEADERSHIP | CLOUD DEVOPS SOLUTIONS
Driven to transform teams & technology to strengthen organizations mission & vision

Energetic, trusted, and detail-oriented Senior Product Manager and strategic DevOps Solutions leader with outstanding program management and conflict management skills. Hand-picked by executive team to turn around underperforming programs; accomplished leader known and respected for leading successful change in projects and building credibility with executive teams and staff. Solutions driver who bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects. Top performing in transitioning delivery of services, stakeholder management, and resource management. Strong leadership and decision-making skills with a zeal for continuous improvement.

PROFESSIONAL EXPERIENCE

Centene Corporation, Miami, FL   **January 2022- Current**
Product Manager – Reliability Engineering for Medicare, Medicaid and Marketplace

- Create and articulate product vision and strategy for Identity and Access Management
- Responsible for managing and overseeing the Infrastructure as a Service (IaaS) cloud platform. The team is tasked to provision virtual servers, managing storage, configuring networks, monitoring performance and ensuring the security and stability of the cloud environment.
- Accountable for platform management and delivery of infrastructure solutions, such as server space, IT support and cybersecurity for applications that serve primary care physicians and prescription drug programs.
- Provide key insights into system health and performance and develop or utilize procedures to resolve critical issues and determine opportunities to reduce time to resolve errors and issues.
- Lead design thinking using data-driven customer insights and building a culture of trust and reliability of the delivery pipeline for developing applications that drive growth
- Influence strategies via financial analyses for the Leadership Team to build, buy, or partner on a business solution for key initiatives
- Create and maintain a product roadmap that outlines key milestones and timelines for product development of strategic goals that align with revenue growth or reducing expenditures.
- Work closely with engineering, design, marketing, and sales teams to ensure alignment and facilitate communication throughout the product lifecycle

System Architecture:
Kubernetes: Containerization, Pod management, Deployment, Scaling, Monitoring, Troubleshooting
System Architecture: BCM High availability, Load balancing, Fault tolerance, Disaster recovery
Cloud Platforms: IAAS, PAAS, IAC, Terraform, AWS, Kubernetes Engine | Javascript platforms: React, Angular
Network Security: Firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), SSL/TLS
Development languages: C#, C++, Python, JavaScript.

FedEx/ ShopRunner, Chicago, IL   **June 2022 – December 2022**

Product Manager – Azure DevOps alignment and harmonization
- Transformation project to close all data centers and migrate AWS services to Microsoft Azure
- Integrate vendor based API's for ConnectShip, Aftership and logistics API's from SAP into FedEx platform
- Implemented access controls, encryption and compliance polices for Ship Manager logistics systems and infrastructure.
- Lead the management and allocation of platform resources such as databases, development frameworks, runtime environments to define scalability optimization guidelines for improving performance.
- Drive successful launch and adoption of platform products and features to automate infrastructure management
- Managed the preparation of systems contingency and business continuity and the implementation of disaster recovery plans for minimal impact to recovery point and time objectives
- Defined the platform operations roadmap for strategic based on business objectives roadmap to improve time to market for product releases.
- Work with stakeholders and conduct qualitative and quantitative analysis to discover needs as well as to prioritize the roadmap.
- Built reporting metrics to aid communication between product teams to improve cycle time, reduce MTTR during outages and other related metrics that drive platform operations.
- Define direction and work efforts for the Cloud, Site Reliability, and Security Engineering teams, helping them to remove roadblocks and to continually deliver value to FedEx/ ShopRunner teams

Capital One, Richmond, Va   **June 2021 – May 2022**

Product Manager – One Pipeline – Cloud First Digital transformation journey
Responsible for building next generational infrastructure from the ground up. Including new database structures, APIs and user interfaces on modernized technology and built in a way to enable the system users to deliver business intent across all LOBs. Supporting a large initiative with a cross-discipline team – engineers, designers, analysts

- Shape the next generation setup platform for credit card business solutions and accounts
- Accountable for delivering high-quality solutions through our sprint teams; maintaining a prioritized backlog and defining clear acceptance criteria
- Configured core platform capabilities such as management groups, policies, users, groups, and policies.
- Responsible for bringing products to market in a well-managed way, defining KPIs and testing & learning in market
- Managed AWS resources and functionality such as virtual machines, storage accounts, and networking interfaces
- migrated s operations to AWS, utilizing Amazon S3 services for machine learning and Amazon Connect for internal applications services.

TIAA, Charlotte, NC   **November 2020 – June 2021**

Delivery Management / Senior Product Manager /DevOps group/ ServiceNow Development
Responsible for internal B2B infrastructure services provisioning platform, built upon the Service-Now platform.
- Lead the API development teams for 3rd party platforms and integration using the TIBCO platform.
- Develop product strategy and execution plans and implementation roadmaps.
- Manage the development teams to support ServiceNow platform.

- Actively working with Application-Dev team of Service-Now & CMDB, providing them requirements, tracking the progress, and operationalizing the constructs or entities.
- Managing large data applications and business management platforms to exhibit product benefits to internal customers.
- Construct automated data solutions to extend secure data access and self-service analytics to proactive owners
- Manage enablement platform that leverages the CRM to publish an internal content management and publishing platform

ROYAL CARIBBEAN CRUISES LTD, Miami, FL   June 2019 to June 2020

Senior Manager

Managed a $10M program budget and operation quality assurance team of 50+ software engineers to test and deliver on multiple projects and support solutions for global e-Commerce and digital mobile platform for 60+ Cruise ships to improve guest experience. Led all Onshore and Shipboard IT Projects supporting the entire Royal Caribbean Brands. Reported weekly financial and forecasting reports, burndown, schedules, releases, development updates and solutions to business stakeholder and C-Level executive team.

- Directed all program phases, from inception through completion, including Post-Wave, Test, and Box Build.
- Increased stakeholder confidence by reducing 60% production defects and improving CSAT results by 40%.
- Reduced expenditures for outages caused by software releases and total release downtime in hours
- Led product teams and business teams to optimize architecture for CI/CD pipeline
- Led Predictive Modeling (AI/ ML) project to create a stronger understanding of existing customer database to increase shipboard food and beverage sales.

AMERICAN CREDIT ACCEPTANCE, Spartanburg, SC   Jan 2017 to June 2019

Director of Quality Systems

Managed large complex organization implementing a strategy within the company to establish a culture of cooperation and effective teamwork.
- Increase production software quality from 45-95%. Increased test coverage and decreased execution cycle times by 5x.
- Modernized and automated major systems within the company, enabling ACA to triple revenue channels.
- Scaled and tuned production systems by 6x, enabling 50% revenue over two years.
- Streamlined and optimized internal M&A technologies to enable unprecedented growth for bulk acquisition loans.
- Managed Multi-cloud environments for production releases AWS and Azure Cloud Services.
- Led AI/ML projects to create Online FAQs and simple loan deferrals for Hurricane survivors using an NLP method. Resulted in reduced the number of inbound servicing calls and allowed for more outbound calls.

HEWLETT-PACKARD, North America   June 2011 to Oct 2016

Senior Engagement Manager, Client | Central and Western U.S. Regional Fortune 500 companies

Led new and ongoing business consulting engagement teams, establishing the center of excellence. Managed and facilitated HP ALM best practices for leading DevOps, performance assessments, CI/CO pipelines for infrastructure and applications, mobile, and service virtualization using Agile methodology.
- Managed communications and presentations to C-level executives as well as technical teams.
- Designed technical solutions for visibility and governance.
- Improved bottom-line cost by seeking reduction opportunities in capital or operating expenditure.

Delivery Engagement Manager, Client | Capital One

Spearheaded all delivery aspects of the performance testing engagement ($15M TCV/25 resources), and the multi-year data functional testing engagement ($38M TCV/130 resources), within HP Professional Services Organization.
- Managed $38M budget successful setup of the HP engagement and transitioned testing.
- Established strong governance, recruiting, planning and executing transition of 100+projects for performance testing and big data warehouse ETL testing.
- Lifted revenues by 40% in the performance testing program due to creatively.

EDUCATION

Bachelor of Science in Telecommunications (BSc), DeVry University, Chicago Illinois

LICENSURE & CERTIFICATION

Executive Program for Product Strategy, Northwestern University, Kellogg School of Management
Project Management Professional, PMI **Motorola Six Sigma Training,** Motorola University