

JORDAN PEREL, M.S. CS, PMP

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Proven leader with extensive experience across domains of the software development lifecycle. A recognized top performer with outstanding skills in leadership, communication at all levels, staff development & management, global execution, and budget management. Strong customer focus with a deep history of driving on-time high-quality deliverables to enable challenging product and solution road-maps. Former security clearance. Able to travel.

Professional Experience Summary:

- ◆ Program Management leader for a production cloud management solution (160+ global resources using Agile).
- ◆ Senior manager managing 65 direct and matrixed reports to define, develop, evolve, and support large solutions.
- ◆ Managing solution and system requirements to support diverse telecommunications network hardware and technology.
- ◆ Collaboration across organizations for pre-sales, customer requirements, development, test, delivery and support.
- ◆ Building customer relationships and championing technical alignment of solutions to customer business plans.
- ◆ Successful management of \$25M+ annual budget over a 10-year period.

Core Competencies:

- ◆ People development & leadership
- ◆ Program and Project Management
- ◆ Executive reporting & communication
- ◆ Software systems development
- ◆ Agile and waterfall development cycles
- ◆ Quality processes: ISO, CMM
- ◆ Process improvement & best practices
- ◆ Telecommunications, virtualization, cloud
- ◆ Strategic partnerships & collaboration
- ◆ Budget & resource management
- ◆ Management skills and administration
- ◆ Change management

Professional Experience:

Ericsson Inc.

03/16 - Present

Program Manager – Cloud Management Suite

Program Manager of an international agile team of 160+ including a team of project managers and ~20 cross-functional teams across 6 sites and 4 time-zones. Delivering roadmap features for key customers with a production cloud management suite as the key component of a larger orchestration portfolio.

Selected Accomplishments:

- ◆ Lead feature and resource scheduling and capacity planning via a global team of project managers + 20 teams.
- ◆ Primary interface to senior management, product management, and partner programs.
- ◆ Design & implement development program communications & interactions to meet governance needs.
- ◆ Improve feature output by 50% 2017, 2018 through agile and continuous improvement and KPI.
- ◆ Enable platform improvements for greater modularity and continuous integration/delivery.
- ◆ Implement program-wide JIRA system as a basis for metrics, improvements, and efficiencies.
- ◆ Drive systems integration (per sprint) of development with 4 other customer solution programs.
- ◆ Ensure adherence to engineering principles in support of the development cycle.

Ericsson Inc., Telcordia Technologies Inc.

01/06 - 03/16

Senior Manager (Architecture, Engineering, Documentation, Training) – Integrated Solutions

Department lead (hands-on) in evolving and enhancing business-critical software products and integrated solutions for enterprise customers. Acquire, manage and develop a large team of direct and matrixed reports. Program management of multiple large >\$10M complex projects. Drive standards and guidelines compliance. Perform risk management. Support solution and product maintenance.

Selected Accomplishments:

- ◆ Program & Project management of dozens of large-scale multi-year integrated system solution contracts.
- ◆ Supervised principal architects & engineers in providing new business directions and solution evolution.
- ◆ Led cross-functional teams in all domains of integrated product solution development (revenue \$100M+).
- ◆ Ensured alignment of solutions with internal and customer operations processes and client services.
- ◆ Customer interface for solutions and initiatives. Drove 25% field quality improvement.
- ◆ Primary collaborative interface to internal organizations (Product, Program, Customer Units) for solutions.
- ◆ Drove strategic direction of standards evolution and use of standard APIs to facilitate solution sales.
- ◆ Hired, developed, and managed distributed talent to achieve business objectives. Goal setting, performance appraisals, coach, talent retention, ability to prioritize, and conflict resolution.
- ◆ Chief of staff for department staffing in charge of strategy, budgeting, expenses, and financial analysis.
- ◆ Lead on department presentations and written communication to senior management on solutions.

Telcordia Technologies Inc. 12/04 - 01/06
Manager (System & Usability Engineering, Documentation, Training) – Network Management

Led, supervised, and actively managed many engineering teams in developing software requirements to support multiple vendors within service provider client operations. This support was via a production grade Operations Support System (OSS) to discover and activate customer network equipment in an end to end flow-through solution deployed by several service providers.

Selected Accomplishments:

- ◆ Systems analysis to scope, define, provide cost estimates, and develop systems software requirements.
- ◆ Strategic planning to technically align system requirements to customer business initiatives and objectives.
- ◆ Championed customer quality and achieved 50% development cycle reduction.

Telcordia Technologies Inc. 01/00 - 12/04
Principal System Engineer (Consultant/Employee) – Network Activation and Discovery

Led and coordinated a team of 10+ systems engineers to develop software system requirements for a production solution across multiple network vendors with varied technologies. This OSS played the key network equipment management role within a comprehensive automated flow-through solution that was deployed by several service providers.

Selected Accomplishments:

- ◆ Collaborate with vendors and operators to build solution support for equipment discovery and activation.
- ◆ Trusted technical subject matter expert interface for products and customer advisor on technical alignment.

Lucent Technologies Inc. 02/96 - 01/00
(Consultant) Solution Manager, System Engineer – Telephony & Data Services

Selected Accomplishments:

- ◆ Created business and marketing plans, materials, and training for solution offers.
- ◆ Developed high level business requirements for data services.
- ◆ Developed system requirements for integrated solution (telephony and broadband).

Bell Communications Research (Bellcore) 02/90 - 02/96
Lead Software Engineer – Hypertext Document Browser

Selected Accomplishments:

- ◆ Led development, engineering, architecture, and design for a client-server hypertext document browser.
- ◆ Key in all areas of product lifecycle including software engineering, programming, research liaison, customer support, sales & marketing (including trade shows), and technical services.

Education **Master of Science (Major: Computer Science), 12/89**
Rensselaer Polytechnic Institute (RPI), Troy, NY
Full funding via research assistantship from General Electric

Bachelor of Science (Major: Computer Science), 5/98
Manhattan College, Riverdale, NY
Summa Cum Laude – Rank 2 in C.S.

Project Management Professional (PMP) Certification, 10/18
Project Management Institute, Newton Square, PA

Recognition

◆ Top-rated performance last 13 consecutive years	◆ CEO award: growing the business in wireless: 2011
◆ Selected for several Leader of Leaders programs	◆ Several monetary customer appreciation awards
◆ Key Contributor award 8 consecutive years	◆ 19 glowing LinkedIn recommendations from all levels

Technology

◆ Virtualization, Cloud, NFV	◆ SONET, WDM, Ethernet, IP	◆ Network Management FCAPS
◆ MS Office/Project, SharePoint	◆ Wireline & wireless Technologies	◆ JIRA, Confluence
