

WESLEY DUFFEE-BRAUN

Greater Seattle Region
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PRINCIPAL PROGRAM / PROJECT MANAGER

Leverage Technical Acumen and Strong Leadership to Optimize Processes, Enhance Efficiency, & Exceed Stakeholder Expectations

PMP certified versatile project management professional with background in software engineering, technical account management, and IT organization. Craft and implement strategic plans focused on resiliency through change management best practices. Analyze business value and coordinate existing operations to meet goals and deliver results. Produce complex efforts through direct leadership and stakeholder management, establishing foundation for repeatable success.

Areas of Expertise:

- Program & Project Management Leadership
- Stakeholder Communication & Management
- Agile / Scrum Certified
- Change Management (Team, Organization, & Company-Level)
- Documentation Management
- Technical Account Management
- Customer Support Systems
- Database Querying & Management

Technical Skills:

Scheduling and Work Tracking	Jira, Trello, SmartSheets
Reporting	Tableau, Salesforce, Crystal Reports
Operating Systems	Linux, Microsoft Windows, MacOS
Software Engineering	Python, C/C++, Java, JavaScript, PHP, Shell Scripting

PROFESSIONAL EXPERIENCE

RED HAT, INC., Remote

2012 - 2023

Senior Program Manager

2017 – 2023

Oversaw hardware, software, and cloud partner certification programs of Red Hat products including Red Hat Enterprise Linux, OpenStack, and OpenShift). Enabled and delivered products across multiple roadmaps without missing release cycles. Utilized agile methodologies to operate multiple scrums with competing resources and timelines.

- Advanced certification programs from physical data center focus to hybrid and cloud approach, expanding certification portfolio by 300%.
- Conducted thorough business reviews to prioritize onboarding new products, reducing friction in development of build-with partners and go-to-market strategies.
- Shaped and led transition of disparate support processes and environments to unified automated analysis platform, facilitating regulatory adherence, minimizing global security risk, and prioritizing budget and operational constraints.

Senior Software Engineer, Remote

2015 - 2017

Pioneered plugins for prescriptive analytics of customer systems, empowering customer support to grow at same scale of base growth and complexity without sacrificing customer expectations. Stimulated plugin base from local operating system characteristics to analysis of distributed compute, network, and storage systems.

- Created and guided tools for use by global support teams, supplying predictive analytics and diagnostics of strategic customer systems.
- Engaged with all levels of Red Hat leadership, including marketing and product management, certifying smooth integration of tools into product lines.

RED HAT, INC., Continued**Senior Technical Account, Remote****2012 - 2015**

Grew account footprints and spend by supporting customers in their research, testing, launch, and maintenance of Red Hat products. Converted accounts from legacy mainframe systems to cost-effective virtual deployments, fostering trust at technical and management levels. Strengthened customer renewal rates over 100% YoY in commercial and federal accounts.

- Worked with Red Hat's most strategic customers and federal agencies, ensuring success with platform and storage products.
- Proactively engaged and assisted customers to leverage existing infrastructures, especially with Red Hat Storage product.
- Developed and initiated multiple strategies for increasing customer deployments on cloud and distributed computing systems.

ADDITIONAL PROFESSIONAL EXPERIENCE**HOMEGAUGE, Asheville, NC****Software Engineer**

Organized online home inspection scheduling and booking system using Java and customer website applications with PHP, exceeding expectations of services. Guaranteed customer renewals through creation and maintenance of online services.

CAMELLIA HEALTH, Hattiesburg, MS**System Administrator**

Developed and refined reporting pipelines for Medicaid/Medicare reimbursement submissions. Established and led adoption of procedures for support. Introduced server and networking systems in new locations across multiple states, including minimizing downtime through disaster recovery after flood and wind damage.

EDUCATION AND PROFESSIONAL DEVELOPMENT**PMP: #3703575****Scrum Fundamentals Certified #856763****Master of Professional Studies (MPS), Concentration in Strategic Leadership, Middle Tennessee State University****Bachelor of Science (BS), Computer Science, University of Southern Mississippi**