KENNETH LOPES

SR. TECHNICAL PROGRAM MANAGER (CSM, CSPO)

klopes23@gmail.com | +1 (401) 580-7850 | Los Angeles, CA | www.kennethlopes.com

SUMMARY

- Sr. Program Manager with 10+ years leading cross-functional hardware, software, cloud, & operations programs, from requirements → launch & manufacturing readiness.
- **Delivered $15M/yr programs** across 5 countries & 100+ contributors; built AI-enabled workflows (RAG, HITL, AI adoption programs) that generated measurable cost avoidance and productivity gains alongside hardware delivery.
- Sets up the operating system, stage-gates, Agile cadences, readiness reviews, & exec reporting, that keeps complex, multi-site programs on track and leadership aligned.

WORK EXPERIENCE

Canoga Perkins, *Program Manager* **April 2023 - March 2026**

- **Avoided ~$0.9M/yr** in costs by establishing a single plan-of-record across 5 sites (India, Singapore, Ukraine, Pakistan, Greater LA) & driving 4,700+ GitLab issues to closure via weekly risk/dependency reviews & clear ownership.
- **Saved $85K & reduced manual work** by deploying a SharePoint-backed RAG knowledge base + human-in-the-loop purchasing workflow, surfaced live lead times/pricing/inventory & generated ERP-ready updates for cleaner, faster planning decisions.
- **Increased DAU 56%** by designing & operationalizing a cross-functional AI adoption program, built intake→execution workflow, comms cadence, training assets, success metrics, & operational reporting to standardize rollout & scale usage across teams.
- Led 8 XFN teams (HW/FW/SW/Mfg/QA) across 50+ engineers to deliver software-defined data-center switch from requirements to GA in 31 months, cutting time-to-market 13%; standardized governance, milestones, & exec reporting.
- Reduced NPI lead time 18% by onboarding Sanmina (EMS/3PL), adding SLAs + build readiness gates, & enforcing stage-gates **(req/design/EVT/DVT/PVT)** through SOW milestones & program RAID.
- Improved ticket closure ~20% by delivering a cloud-native NMS (topology, discovery, provisioning) & tightening RBAC + 2MFA requirements; owned backlog→sprints→releases with acceptance criteria & cross-team dependency tracking.

Promotion Plus, *Project Manager, Brand Programs* **Sept 2021 - April 2023**

- **Improved program timelines 22%** by streamlining permitting plus vendor/GC coordination across 50+ multi-site rollouts (Shell, Chevron, 76).
- Led client approval cycles with brand managers/stakeholders, ensuring redesigns met brand standards & site-specific sizing/compliance constraints while coordinating internal design, vendors, & field execution.
- Built per-site source-of-truth packs (location details, measurements/surveys, production plan, production-ready files, vendor quotes) to standardize handoffs, reduce rework, & accelerate installs.

The Nesi Family, *Founder & Creator Ops* **January 2015 - Present**

- Scaled a father–son creator brand 0 → 730K+ followers & 90M+ views across 4 platforms (TikTok 620K / 70M views, Instagram 55K / 9.3M views, Snapchat 11M views, YouTube 32K subs) — 100% organic, $0 paid promotion.
- Drove +62% revenue lift across national brand partnerships (Domino's, Shake Shack, Wingstop,etc.) by building Creator Ops as a scalable support function, intake, SLAs/TTR, KPI dashboards, & escalation paths enabling consistent brief-to-publish execution.

EDUCATION

University of Rhode Island **Sept 2010 - May 2015**

- B.A., Communication Studies & Business Marketing

CERTIFICATE

- **AWS Certified Cloud Practitioner** + **Certified AI Practitioner** – Amazon Web Services
- **Certified ScrumMaster (CSM) + Certified Product Owner (CSPO)** – Scrum Alliance
- **PMP Candidate** (Expected Q2 2026) – Project Management Institute

ADDITIONAL EXPERIENCE

Sungrade Solar, *Project Manager* **June 2018 - June 2021**

- Cut project cycle time 31% (8 → 5.5 weeks) across 125+ installs by aligning sales, ops, and field teams and removing inspection bottlenecks from contract to PTO.
- Raised inspection pass rate from 60% → 87% via proactive coordination with AHJs and city inspectors.

Scoobeez Inc., *Operations Manager* **July 2015 - June 2018**

- Launched 6-city Amazon Prime Now fulfillment operation — onboarded 400+ drivers, built repeatable onboarding/training infrastructure, and scaled daily ops across markets.
- Reduced no-shows 33% by building a custom time-tracking & scheduling mobile app, improving coverage reliability and operational consistency across all sites.

KEY SKILLS

- **Program Governance & Delivery:** Technical Program Management (TPM) · Program Governance · End-to-End Delivery (Requirements → Launch) · Roadmap Planning · Prioritization · Backlog Grooming · Scope Mgmt · RAID & Decision Logs (Risks/Assumptions/Issues/Dependencies) · Dependency Mgmt · Milestone Mgmt · Portfolio Mgmt · OKRs · Stakeholder Mgmt · Cross-Functional Leadership · Executive Reporting · Change Control · Stage-Gate / Phase-Gate (EVT/DVT/PVT)
- **Hardware/Software/Firmware Integration:** New Product Introduction (NPI) · HW/SW/FW Integration · Systems Engineering · FPGA/Embedded Coordination · Diagnostics · Device Drivers · Systems Software · CI/CD · GitLab · Release Mgmt · Manufacturing Readiness · Prototype → Production
- **Operations & Scale:** Contract Manufacturing (EMS) · 3PL Logistics · Vendor Mgmt · Contractor Mgmt · Multi-Site Rollouts · Supply Chain · Sourcing · Procurement · Order-to-Cash · ERP · Production Operations · Asset Handoffs · Distribution Operations · BOM · ECO · PLM Change Control · KPI Dashboards · Data Analysis · SQL
- **AI / Automation:** Generative AI · AI Copilots · RAG · Prompt Engineering · Human-in-the-Loop (HITL) Workflows · Workflow Automation · Knowledge Base (SharePoint) · Requirements Documentation · SOP Development
- **Quality & Compliance:** ISO 9001 · TL 9000 · Regulatory Compliance · RoHS · EMC/EMI/ESD · NEBS · Environmental & Safety Standards
- **Tools:** Jira · Confluence · Smartsheet · Microsoft Project · SharePoint · Miro · GitLab · Notion · Google Sheets/Excel · SQL · Cloud SaaS Applications · Claude · ChatGPT · Figma · Adobe Creative Suite · Airtable