

SABRINA MBABA

TECHNICAL PROGRAM MANAGER | PLATFORM DELIVERY | CROSS-PRODUCT EXECUTION

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PROFESSIONAL SUMMARY

Senior Technical Program Manager with 10+ years of experience leading complex technology programs across Microsoft, Fidelity Investments, healthcare, financial services, cybersecurity, and enterprise operations. Brings structure to ambiguous work, connects engineering and product teams around a shared roadmap, and manages dependencies, risks, decisions, launches, and adoption across parallel workstreams. Known for clear program documentation, steady executive communication, and building operating rhythms that help distributed teams deliver common capabilities more reliably.

CORE QUALIFICATIONS

Platform Program Leadership: Cross-Product Roadmaps | Shared Services & Common Capabilities | Multi-Team Sequencing | Dependency & Tradeoff Management | Platform Adoption | Launch Coordination

Program Operating System: Planning Cadence | Status & Escalation Paths | RAID & Decision Logs | Risk Assessments | Communication Plans | Executive Reporting | Distributed Team Delivery

Technical Collaboration & Tools: Engineering | Product | Architecture | Security | Compliance | Operations | Jira | Confluence | Azure DevOps | Rally | Jira Align | Power BI | Excel | SharePoint | Salesforce | XTRAC | Agile | Scrum | Waterfall

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager (Contract) | Fidelity Investments

Mar 2026 - Jul 2026

- Owned the roadmap and delivery structure for Underwriting Workbench modernization, translating an ambiguous business need into sequenced capabilities and aligning Product, Engineering, Architecture, and Operations around priorities and outcomes.
- Coordinated parallel workstreams for API integrations, queue modernization, workload balancing, rules-based decisioning, and XTRAC; managed cross-team dependencies, technical decisions, testing readiness, risks, and tradeoffs.
- Established status and escalation routines and used delivery data to give leaders clear visibility into progress, blockers, decisions, and opportunities to improve the shared underwriting experience.

Project Manager (Contract) | Microsoft - Secure Future Initiative

Jan 2025 - Jan 2026

- Managed multiple high-priority programs within Microsoft's Secure Future Initiative, coordinating Engineering, Security, Compliance, Product, and Operations across legacy remediation, access controls, security-tooling cleanup, and technology lifecycle work.
- Created integrated roadmaps, dependency maps, RAID and decision logs, governance routines, and Power BI/Excel reporting that gave distributed teams and leaders one view of delivery.
- Facilitated technical decisions, clarified ownership, and drove timely escalation and mitigation when requirements, priorities, or implementation paths changed.
- Improved the operating rhythm across parallel workstreams through structured planning, status reviews, documentation standards, action follow-up, and launch-readiness coordination.

Project Manager / Scrum Master | Perficient - Healthfirst | New York, NY

Apr 2024 - Jan 2025

- Led two 10-member teams delivering monthly releases across member-facing applications, cloud, SaaS, networking, and systems work; coordinated Product Owners, engineers, operations, consultants, and vendors.
- Translated product needs into plans, milestones, owners, resource requirements, dependencies, risks, success criteria, release readiness, and stabilization activities.
- Maintained delivery cadence through backlog and roadmap alignment, cross-team facilitation, risk escalation, dashboards, leadership updates, launch communications, and user enablement.

Project Manager | Perficient - Oldcastle Infrastructure | Atlanta, GA

Jan 2024 - Apr 2024

- Led cross-functional delivery across HR/Finance, SAP Integration, and Support, managing scope, milestones, owners, dependencies, risks, and measurable outcomes.
- Implemented Azure DevOps as a common delivery platform; configured shared workflows and dashboards and trained Product Owners and teams, improving visibility, accountability, and adoption across workstreams.

Senior Project Manager | Perficient - Blue Cross Blue Shield of Massachusetts | Boston, MA

Jun 2023 - Nov 2023

- Managed delivery of MyBlue authorization and referral capabilities, translating member, provider, regulatory, and technical needs into a cohesive roadmap and implementation plan.
- Aligned Product Owners, IT, UX/UI, engineers, operations, providers, and vendors; facilitated decisions, managed dependencies and risks, and coordinated quality release delivery.

Program Manager | Microsoft Digital Crimes Unit | Redmond, WA**Apr 2022 - Jun 2023**

- Led concurrent programs across Microsoft's Digital Crimes Unit, bringing together Engineering, Legal, Operations, investigators, law enforcement, vendors, and global shared services across software, data, automation, and cloud initiatives.
- Delivered common workflow capabilities used by multiple teams, including a centralized investigation dashboard, Access Request Tool, information-redaction workflows, and Indicator of Compromise tagging.
- Owned programs from problem definition and requirements through technical decision-making, implementation, rollout, training, adoption, and operational support.
- Built program roadmaps, status reporting, risk assessments, decision records, escalation paths, and launch communications that kept technical and nontechnical stakeholders aligned.

Senior Project Manager | The Lifetime Value Co. | New York, NY**Jul 2021 - Apr 2022**

- Directed a cross-functional team of 20+ across Salesforce, software, supply chain, point-of-sale, data, marketing, and vendor work while managing multiple parallel priorities.
- Led a commercial software upgrade integrated with inventory and accounting platforms through planning, testing, launch, training, and support; achieved 95% staff adoption in the first month.

Project Manager | Kern Medical Center | Bakersfield, CA**Oct 2016 - May 2021**

- Led healthcare technology programs at a multi-site health system, coordinating clinical users, IT, vendors, consultants, and operations leaders.
- Managed Epic Beaker implementation and integrations through requirements, workflow design, configuration, testing, deployment, training, adoption, and stabilization.

Project Manager | Center for Autism and Related Disorders | Bakersfield, CA / Dallas,**Oct 2011 - Oct 2016****TX**

- Led cross-functional technology and operations projects in a multi-site behavioral-health organization, coordinating Development, IT, Support, Training, Advisory, users, and vendors.
- Supported communication-app and workflow initiatives through planning, stakeholder coordination, documentation, training, adoption, and ongoing improvement.

EDUCATION & CERTIFICATIONS

Master of Science, Clinical Psychology - Walden University, 2024 | **Bachelor of Arts, Psychology** - Southern New Hampshire University, 2019

Certifications: Certified ScrumMaster (CSM) | SAFe Scrum Master (SSM) - In Progress | Project Management Professional (PMP) - In Progress