

## JAY SAMPLES, PMP, PMI-ACP, CSPO, CSM

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### SENIOR PROGRAM MANAGEMENT | VETERAN

*Delivering exceptional improvements through product, service, and organizational transformations*

Accomplished Program Manager with a proven track record in driving continuous process improvement through the strategic application of Agile frameworks, Lean processes, and modern leadership methodologies. Expertise in aligning IT services with organizational goals, optimizing portfolio management, and overseeing financial and vendor management to deliver high-impact results. Skilled in guiding cross-functional teams across diverse industries—including defense, government, retail, and manufacturing—to implement innovative solutions that enhance operational efficiency and achieve business outcomes. Known for fostering a culture of collaboration, embracing change management, and empowering teams to unlock their full potential through iterative development and strategic governance. Experienced in managing complex, multidisciplinary engineering programs within the U.S. Department of Defense (DoD) ecosystem

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### CAREER HIGHLIGHTS

- **Led agile transformation for engineering/QA teams** delivering secure maritime communication systems in a matrixed environment, aligning scopes, mitigating risks, and driving **\$20M Navy program** deliverables.
  - **Streamlined delivery by reducing regression cycles from 5 to 3 days, driving a 20% improvement in automated test.** Led the implementation of behavior-driven testing utilizing Cucumber and Selenium, enhanced a custom golden data repository, significantly improved vendor cross-functional team performance and contributed to Process Improvement.
  - **Stood up PMO functions, increasing uptime by 30% and cutting 10-30 hours per month in inefficient business processes.** Orchestrated fix for a high-cost ERP system. Migrated Microsoft Dynamics Nav from on-premises to Azure virtual machines and migrated network management to Cisco Meraki solution, demonstrating strong analytical skills and Process Improvement.
  - **Drove uplift of \$5M to annual retail sales, reduced sales floor customer friction points, developed handheld point-of-sale.** Implemented a virtual inventory and POS solution utilizing Salesforce CRM Lightning components, significantly reducing transaction time while enhancing the experience of endless aisle options beyond floor models displayed in store contributing to revenue growth.
  - **Ensured delivery of a challenging \$600K milestone for a NATO missile project.** Developed an innovative solution, closely supporting PMO objectives, using pressure paper in hydraulic presses to simulate epoxy bonds, ensuring future builds met all specifications. This out-of-the-box approach mitigated early assembly failures, preventing potential cost and schedule overruns showcasing strategic thinking and Process Improvement.
  - **Slashed training/evaluation budget by 15% (\$25K/year), by automating scripts written for Linux OS training suite.** Automated training scenarios for a satellite simulator by applying simulator scripting techniques, eliminating the need for manual input by evaluators demonstrating cost reduction and Process Improvement.
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### CORE COMPETENCIES

PMO Leadership & Governance | IT Strategic Planning & Governance | IT Portfolio Management | Product Development & Engineering Processes | Cross-Functional Team Leadership | Process Improvement & Operational Excellence | Agile Transformation & Operating Model | Cloud Infrastructure (Azure, AWS) | Development Team Management | Quality Excellence | IT Risk Management & Mitigation | IT Financial Management & Optimization | Client & Executive Stakeholder Management | Project Compliance & Audits | Technical Program Oversight | Analytical & Problem-Solving Skills | Change Management Strategies | Vendor Management & Contract Negotiation | Continuous Process Improvement | IT Leadership & Talent Development | Resource Planning & Utilization | Performance Metrics & Reporting | Project Management Tools (JIRA, MS Project) | IOT | PMP | Local Regulations | Negotiation | Contract Preparation | Identifying Risks | Mitigation Strategies | Lead Cross-functional Teams | Organizational Skills | Communication | Leadership | Collaboration

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**PROFESSIONAL EXPERIENCE**

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**HOSE-McCANN COMMUNICATIONS**, Deerfield Beach, Florida

November 2024 – Present

*Leading Manufacturer and Designer of Land and Marine Turn-Key Communication Solutions***Program Manager – DOD Programs**

- Executed project plans with dependencies/timelines; consolidated 30 Trello boards via Placker/SOPs/training, ensuring data hygiene and early deliveries, supporting program management objectives.
- Applied Earned Value Management (EVM) and financial metrics to monitor cost/schedule performance for a \$1M Coast Guard integration project with multi-vendor coordination; identified variances and executed corrective actions to ensure budget and timeline alignment demonstrating strong financial acumen and cost control.
- Recovered engineering discrepancy on customer-furnished equipment, securing equitable adjustment to maintain customer schedule, demonstrating strong analytical skills and problem-solving.

**FOOT LOCKER**, St. Petersburg and Remote, Florida

March 2023 – November 2024

*\$8B diversified global retailer across 30 digital storefronts, 10 mobile applications, and 2,500 stores. Banners included Foot Locker, Kids Foot Locker, Champs Sports in North America, Canada, Europe, and Asia/Pacific.***Senior Director – Engineering and Platform Enablement**

- Coached team in implementing open-source developer platform Backstage, delivered under budget by \$500K, demonstrating cost reduction and leadership.
- Increased distributed tracing into customer website flow, reduced false-positive bot signatures over 13%, showcasing analytical skills and Process Improvement.
- Developed OPEX/CAPEX budget plans, aligning IT investments with organizational goals. Led cost optimization & rationalization initiatives, facilitating resource allocation across multiple IT projects enhancing YoY revenue growth.

**HIGHLAND COMPANIES**, Mulberry, Florida

June 2018 – March 2023

*Providing specialty agricultural software and products to address the needs of large and small produce growers and packers.***Director of Program Management Office/Chief Operating Officer**

- Cut audit preparation time over 25%, collaborated with vendors to comply with SOC 2 Trusted Service Criteria audit requirements. Utilized CMMI guidelines to further enhance performance in software and systems engineering practices, demonstrating Process Improvement and analytical skills.
- Authored technical specifications, statements of work (SOW), and negotiated contracts for innovative ERP vendor plug-in Software, oversaw development of purpose-built business management software systems of record, providing critical marketing inputs for increased sales, supporting product development.
- Developed training program for multi-state non-profit Executive Director certification. Developed potential of 20+ Executive Directors in the non-profit space and coached over 200 support personnel, demonstrating leadership and communication skills.

**ASHLEY FURNITURE INDUSTRIES**, Tampa, Florida

June 2017 – June 2018

*Vertically integrated \$4.7B leading manufacturer and retailer of home furnishings. 35,000 employees across 155 global countries.***Manager – IT Development**

- Enabled seamless integration between advanced digital asset management (InRiver) and legacy electronic data interchange (EDI) systems utilizing MuleSoft connectors. Increased inventory and image data pulls by 15%.
- Mentored Scrum team, operating in SAFe for Lean Enterprise, implemented regular retrospectives focused on continuous improvement, increased team efficiency 25% and met critical deliveries to business partners, demonstrating agile methodologies and leadership.
- Matured advanced RESTful data exchanges, enabled seamless communication data accuracy/availability.

**HONEYWELL INTERNATIONAL INC.,** Largo, Florida

January 2015 –June 2017

*Fortune 100 Technology company, \$11.8B Aerospace division, products used on virtually every commercial and defense aircraft platform worldwide.*

**Lead Project Management Specialist**

- Shepherded advanced testing, performed shock, soak, and electromagnetic testing to ensure product reliability under hostile conditions, achieving 98% compliance with government flow down requirements to Raytheon, adhering to security clearance requirements for the program.
- Enhanced collaboration between sites, established program metrics, reported performance of delivery, managed counterfeit parts investigation IAW C-SCRM, driving adherence to Honeywell's manufacturing standards, highlighting leadership and communication skills.
- Formulated new baseline schedule in Microsoft Project for partner Taiwan Air Force to deliver critical ferrite components to early warning radar system. Program lauded as a major success from Executive stakeholders.

**UNITED STATES AIR FORCE,** United States and Iraq

June 2004 –December 2014

*The mission of the United States Air Force is to fly, fight and win – airpower anytime, anywhere.*

**Acquisition Manager**

- Highly decorated for excellence in execution of space and air domain weapon systems projects, driving innovative solutions that enhanced mission effectiveness across satellite, personnel, and Boeing 707 platforms. Held TS/SCI clearance (inactive since 2016; eligible for full reinstatement via standard SF-86 update and Continuous Evaluation enrollment upon sponsorship by a cleared employer), demonstrating experience with security clearance requirements.
- Directed depot maintenance retrofits for commercial-off-the-shelf (COTS) enhancements to command-and-control systems on AWACS and JSTARS. Lean Six Sigma Green Belt awarded for project efficiencies.
- Oversaw cyber-security upgrades to JSTARS software lab and mission systems. Spearheaded search for 21<sup>st</sup> century labs ensuring critical vulnerabilities of legacy software were patched 3M lines of code .
- Managed vendor performance and flow downs to subcontractors on \$480M advisory and assistance contract. Provided over 40% of engineering staff to Electronic Systems Division.

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**EDUCATION****WEBSTER UNIVERSITY,** St. Louis, Missouri**Master of Science in Space Systems Operations Management****UNIVERSITY OF CENTRAL FLORIDA,** Orlando, Florida**Bachelor of Science in Business Administration International Economics**

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**COMMENDATIONS, AWARDS (LEADERSHIP, SERVICE)**

<b>MEDALS:</b>	Joint Service Commendation, Air Force Commendation (First Oak Leaf Cluster), Air and Space Campaign, Iraq Campaign (One Service Star), Global War on Terrorism
<b>COMMENDATION:</b>	Distinguished Graduate (Top Three) Officer Space Prerequisite Training. Company Grade Officer (CGO) Evaluator of the Quarter (No. 1 of 44 Lieutenants). Top Third Graduate, Honor Flight: Squadron Officer School. CGO Officer of the Month, Victory Base, Iraq. Acquisition Manager of 2012 as Field Grade Officer (FGO)
<b>AWARDS:</b>	Air Force Outstanding Unit Award, Air Force Organizational Excellence Award, Air Force Overseas Ribbon Short, Air Force Expeditionary Service Ribbon