Wylie Burt

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**Committed Program Manager and leader, motivated by big ideas with a passion to deliver high quality customer centric solutions and products.**

**Proven experience in managing complex, cross-functional programs in an international context, and related to regulatory compliance and Internet services.**

**Building highly effective, trusted teams that deliver business value.**

**Highly tuned and constantly improving emotional intelligence.**

# Skills

People leadership | Soft skills | Interpersonal skills | Communication skills | Product Management | Program Management | Product Development | International Program Management | Regulatory Compliance | eCommerce | Payment Gateway | Tax | Autonomous Vehicle | Electric Vehicle | IoT | Software Engineering | Strategic thinking | Design Thinking | Customer Centric | Customer focused | CRM | | Portfolio Management | Trusted leadership | Cross Functional integration | Data driven decisions | Operational Datastore | Scaled Agile Framework | SAFe | PMP | Process improvement | Organizational transformation | SharePoint | Aha | Jira | GIS | SQL | Power BI | Location Based Services | Maps | Cartography | Remote Sensing

# Professional Experience

## General Motors, PRINCIPAL Program manager, Global Expansion of OnStar

01/2016–06/2023

Multifaced role directing international implementation of the General Motors OnStar experiences and solutions.

***Program Management***

* Oversight and responsibility end-to-end implementation of complex, data intensive programs in Europe, China, South America, and the Middle East with cross-functional teams aligned with vehicle launch schedules and software defined vehicle strategies in a highly regulated environments for sales and tax.
  + China: Joint venture partnership that saw a customer growth to second largest region for OnStar including company autonomous vehicle evolution.
  + Europe: common implementation for all country regulations for easier enhancements.
  + South America: implemented first GM sales of internet services.
  + Middle East: navigated highly regulated business development arena.
* Full ownership and accountability of multiple, concurrent programs.
* Created actionable plans and schedules with a focus on dependencies and integration of internal and external distributed systems.
* Correlate program schedules to forecasted business revenue plans.
* Aligned program schedule with overall unchangeable vehicle manufacturing timecards.
* Facilitated collection of regulatory, business, and technical requirements converting into scope and work products cross-functionally and considering development dependencies.
* Aligned and partnered with HW and embedded software plans and schedules.
* Drove consensus among stakeholders with competing interests and priorities.
* Tracked work from multiple cross-functional teams and removed roadblocks.
* Participated and represented the program in the overall vehicle program and launch plans.
* Issue and Risk management and tracking.
* Effective communications cross-functionally within a large corporation for technical and non-technical audiences to discuss status, complex issues, risks, and mitigation plans.
* Clear communications with vehicle chief engineer and executive status and action plans.
* Partnered with Infrastructure and Data Center teams to achieve new product implementations.
* Adapted quickly to leadership decisions while managing change and driving to launch.
* Actively managed change control through weekly meetings
* Deep dive and guide engineering teams in issue resolution and preparations for deployment.
* Constant evaluation of plans to streamline delivery.
* Key contributor in company transformation journey to Scaled Agile Framework.

***Operational Management***

* Continued monitoring of global systems delivered.
* Report on business KPIs for OKRs through Power BI
* Contain and resolve issues in production.
* Production change control management.
* Develop and deploy non-functional system stabilization updates.
* Tracked Architecture roadmap of software version updates and transitions.
* Score systems based on stability, performance, outages, and security.

***Product and Business Development***

* Developed and delivered location-based products and services to launch within distributed systems that are highly available:
  + Fleet management for rental companies.
  + Discounted Insurance based on telematic data and driving behavior using Big Data analysis algorithms.
  + Emergency response mapping solution
  + Interactive voice real-time traffic service
  + Branded mobile app and self-service website based on customer purchase habits.
  + in-vehicle HW, CRM call center application, and Payment processing product
  + Telecom integration, billing, and reporting with teams in multiple regions.
* Partner with product leads and SMEs to develop product plans and business models for implementations in international regions.
* Adapt to customer culture and needs in growing markets.
* Provided thought leadership and collaborated with the entire Product Manager team through Design Thinking to achieve Customer Centric solutions.
* Partner with Product Management to create product strategy, OKRs, and journey maps to align with business plans and portfolio themes.
* Build relationships with technology partners to be part of overall solutions.
* Employment of Design for Six Sigma data analysis for data driven decisions.
* Focus on continuous improvement in quality and performance of the team.
* Track product and service availability vs. vehicle matrix.
* Follow vehicle timing progress and forecast delivery to first dealership.
* Monitor vehicle sales for enrollment processing.

***People Management***

* Directed the group responsible for the global expansion of General Motors Onstar.
* 15 direct reports made up of Sr. Program Managers, Solution Architects, and Technical Product Owners.
* Managed the budget and growth of the group including all interviewing, hiring, offboarding, performance reviews, compensation increases, objective setting, and setting the tone of the group.
* Established and updated the organizational structure of the group.
* Lead staff meetings and 1-1 meetings with entire group and included guest speakers, inclusion topics, company communications, and group strategy setting.
* Career path management and coaching including promotion of people out of the group.
* Assigned all work and reviewed progress.
* Participated in college internship program and GMU engineering student rotation program.
* Budget tracking and management of all contractors in the group

## General Motors, Staff Technical Program Manager – Strategic Programs

01/2010–01/2016

Technical Program Manager consistently delivering on-time, multi-million dollar, critical, cross functional, programs with these business results in a software defined vehicle market.

* Reduced friction and increased sales through the implementation self-service website with customer personalization features.
* Decreased cost of customer onboarding by $9/customer through process automation including dealer engagement and data feeds.
* Upgraded emergency services by resolving lost inbound calls. Reduction of 100s/day to 10-20/day.
* Telephony migration to new provider.
* Active/Active HW and SW data center configuration to improve up-time metrics and reduce deployment time by 50%.
* CRM migration from in-house to off-the-shelf to benefit from industry improvements.
* Call center internet map-based routing, point of interest search, and other OnStar location-based services covering the US, Canada, and Mexico.

This role also included:

* Making use of Project Management disciplines, company procedures, and tools, to track scope, schedule, issues, testing, and budget.
* Program tracking through schedule critical path.
* Presentations to large groups and senior leadership
* Evaluation and approval of system requirements and designs.
* Portfolio Management by creating a crucial master schedule showing project to project dependencies and business priority.
* Establish Agile Management methods to deliver releases containing content from multiple dependent and non-dependent programs.

# program Industry coverage

Connected customers | Connected vehicles | Automotive Manufacturing | Telecomm Integration | International regulatory tax and billing compliance | eCommerce | Telematics | Infotainment | International Tax and Billing | CRM | GIS | Navigation and mapping | E911

# Education, certifications, awards

*Education*

* + Bachelor of Science, Eastern Michigan University
    - Major: Earth Science, Minor: Cartography and Remote Sensing
  + GM Critical Program Management
  + Leading Scaled Agile Framework

*Certifications*

* Agile coaching
* Certified Scrum Professional
* Certified Facilitator
* Design for Six Sigma – Black Belt
* Project Management Professional

*Awards*

* GM Boss Kettering award for turn-by-turn routing solution.
* 7 Patents with a focus on location-based services.

# Interests

Personal/Life motto: Be kind and helpful to others. Active technology leader collaborating to make everyone have a sense of belonging in a psychologically safe workplace. Avidly interested in and following:

* Technology as it applies to new possibilities with AI and Data Science for Customer Centric products.
* Science and studying the Earth, water, and environment conservation.
* Finding hidden information through data analysis
* Old maps
* Fan of the English Premier League
* Obsessed with baking the perfect baguette.
* Home vegetable gardening and student of regenerative farming
* Watchmaker with a passion for mechanical design
* Beginner sailor that loves the beauty of a sailboat