

Joseph J. Marano, PMP

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IT Program Manager

Execution • Operational Improvement • Leadership

Senior Program Manager with 13+ years planning and executing enterprise IT initiatives, focusing on eCommerce digital transformations in the retail sector. Skilled at delivering complex programs on time and within budget by leveraging Agile methodologies, cross-functional collaboration, and strategic stakeholder engagement. Well-versed in PMO governance, risk management, and aligning technology solutions with business objectives. Adept at mentoring diverse teams, optimizing processes, and enabling scalable solutions to support global market expansion.

AREAS OF EXPERTISE

Project Management • Integration • Process Improvement • Budgeting • Portfolio Management • Vendor Management • Agile • Resource Management • Project Planning • Capacity Planning • Resource Planning • Change Management • Program Management • SAFe • ITIL • Management • Project Management Office (PMO) • Team Leadership • Confluence • SharePoint • IT Service Management (ITSM) • ServiceNow • JIRA • Smartsheets • MS Project

PROFESSIONAL EXPERIENCE

Englishtown Water N.A. – Paramus, NJ

09/2016 – Present

Provides water, waste, and energy solutions with 10,000+ employees across the US and Canada.

Senior Project/Program Manager | Direct Reports 60 | Capital Budget \$5M

Manage portfolio of large-scale IT initiatives, including M&A, SaaS, and cloud transformation projects. Oversee cross-functional teams, budgets, and risks while ensuring alignment with business goals. Drive stakeholder engagement, change adoption, and performance tracking. Apply Agile methodologies in a Scrum environment. Lead executive reporting on project compliance, scope, milestones, and spending. Mentor and train analysts, UX specialists, architects, change management, and testing professionals, ensuring project execution and organizational readiness.

- Rebranded and rebuilt company website following the Veolia-Suez acquisition, reflecting new corporate brand through updated content, links, and URL restructuring.
- Managed enterprise project migrating customer billing and infrastructure in-house to Oracle Cloud, completed on time, \$130K under \$1.5M budget, with \$750K+ realized annual savings and enhanced operational efficiency.
- Resolved 12% missing email gap in billing data migration by quickly leveraging alternative data source, achieving 99.81% paperless billing adoption within two months.
- Program managed multiple project managers and teams for enterprise implementation of paperless billing capabilities, integrating with CC&B (billing), ACI (payments), MuleSoft (API), and Wallet (digital payments).
- Resolved critical payment processing gap by architecting an alternative technical solution, negotiating a \$250K vendor credit, and completing project within budget.
- Developed key templates and processes, including project charters, business cases, gate reviews, change requests, status reports, and escalation procedures, as an active member of the PMO Governance Team.
- Leading first Agile implementation for customer experience upgrade, using Jira to manage enhancement backlog and user stories. Facilitating sprint planning, demos, and retrospectives to support July 2025 go-live.
- Partnered with Communications Team to lead seven-team project integrating Notify communications tool with automated, multi-channel notifications, improving customer satisfaction through timely, targeted outreach.

Quidsi (An Amazon Company) – Jersey City, NJ

02/2014 – 09/2016

*Operated six e-commerce sites that offered curated products, fast delivery, and exceptional customer service.***Senior Project Manager | Direct Reports 40 | Capital Budget \$2M**

Managed enterprise-level technology projects and PMO initiatives, overseeing cross-functional teams and coordinating project intake, prioritization, planning, and execution. Ensured alignment with business goals through Agile delivery frameworks while maintaining oversight of resource allocation, scope, and budget across e-commerce initiatives.

- Designed and implemented PMO processes such as project tracking, risk management, and value realization, optimizing IT project alignment with business objectives and increasing ROI across the organization.
- Launched international rush shipping capability across multiple e-commerce sites for 50+ countries, integrating tax, duty, and currency support to expand customer delivery options and drove increased global sales.
- Established PMO process to prioritize and fast-track minor enhancements without disrupting larger, business-critical initiatives, reducing a backlog of 100+ items by 25% in under one year.

Weight Watchers International – New York, NY

05/2010 – 02/2014

*Global provider of digital and in-person weight management services, inspiring healthy habits, with over 18,000 employees.***Senior Project Manager | Direct Reports 20 | Capital Budget \$750K**

Collaborated with sales organization to analyze business needs, translate them into technical solutions, and manage end-to-end delivery of high-impact projects. Defined project plans, led requirements gathering, vendor selection, and implementation to ensure on-time project execution.

- Digitally transformed customer service functions by implementing B2B client portal, which enabled corporate customers to manage meetings and event schedules and make product purchases online.
- Spearheaded return on investment (ROI) analysis for international expansion, enabling successful launch of UK e-commerce store, generating new revenue, and establishing foundation for long-term market growth.

The Museum of Modern Art – New York, NY

09/2004 – 05/2010

*Globally recognized museum for modern and contemporary art.***E-Commerce Technology Manager**

Managed technology initiatives and daily site operations, acting as the primary liaison between IT and retail departments. Cultivated strong partner relationships with support teams and organizations to ensure successful collaboration and execution of key e-commerce projects.

- Migrated to new Websphere e-commerce platform with integrated point-of-sale (POS) functionality, enhancing the customer experience, outperforming catalog sales, and driving a 313% revenue growth over five years.

EDUCATION AND CERTIFICATIONS

Master of Science (MSE) | Engineering & Computer Science | University of Pennsylvania | Philadelphia, PA
 Bachelor of Science (BS) | Computer Science | Villanova University | Villanova, PA
 Project Management Professional (PMP) Certification | Project Management Institute | Cert #164933533 | Expires 07/25
 Certification | SAFe® Scrum Master (SSM) | Scaled Agile, Inc. | Expected 06/2025