SEAN D. FEENEY

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Senior Technical Program Manager | 19 Years in Enterprise Technology

PROFESSIONAL SUMMARY

Senior technical program manager who builds the programs, processes, and teams that don't exist yet, then gets them working across many groups. 19 years at EMC and Dell Technologies. TPM on Dell NativeEdge (now Dell Distributed Private Cloud) from the Cloudify evaluation through GA and two major releases, and ran its Architecture Review Board. Led a CI/CD transformation across 22 Scrum teams inside a 400+ person engineering organization, and owned product management for EMC Online Support at 380,000+ users. Now advising two machine learning startups on product and go to market, with generative AI as a daily layer for program execution.

PROFESSIONAL EXPERIENCE

Product Advisor & GTM Consultant *Sep 2025 – Present*

oNabu.ai and Trophi.ai | ML based coaching and productivity platforms

- Advise the oNabu.ai founding team on go to market positioning, ideal customer profile, pricing experiments, and early product strategy for a machine learning project management platform.
- Serve as product advisor to Trophi.ai on roadmap, product feedback, and release messaging, and own its community coordination, partnerships, and content.
- Researched, scripted, and presented a nine video educational series on YouTube, TikTok, and Meta (Sep 2025 to Jun 2026) that returned 31,931 views, 511 likes, and 113 shares.
- Run generative AI workflows across both engagements for transcript to action follow up, support triage, partner outreach drafts, and structured product feedback.

Senior Advisor, Engineering Program Management *Feb 2021 – Sep 2025*

Dell Technologies | Edge Computing

- Worked Dell NativeEdge (now Dell Distributed Private Cloud) from the Cloudify acquisition evaluation through GA in August 2023 and the 2.0 (Feb 2024) and 2.1 (Jun 2024) releases, including Scrum Master duty for Cloudify 7.0.5.
- Ran the Edge Architecture Review Board of principal architects and tied its decisions into Jira: architects wrote Initiatives, PMs wrote Features, and teams owned Epics.
- Coordinated delivery as the Edge Solutions team created, tested, and released 31 blueprints, about 20 ISV partner integrations (ABB, Schneider Electric, PTC, Litmus, Cognex, XMPro, and others), and 16 orchestration plugins across Manufacturing, Retail, Energy, and Digital Cities.
- Managed the program behind a proof of concept manufacturing line in Brazil and its dedicated data center, which became the official validation of NativeEdge.
- Automated Jira Feature creation for blueprint teams and moved requirements straight from the solution requirements document into Jira, cutting manual work for product managers.
- Ran the PM Interlock for Edge TPMs and linked all Solutions work into the Jira Align portfolio.
- Headed the Solutions Usability Task Force so non IT users could stand up edge solutions, and handled lab builds (VLANs, firewalls) across the Cork and Franklin facilities.

Senior Advisor, IT Program Management *Apr 2019 – Sep 2020*

Dell Digital Services | Connectivity / IoT

- Led the CI/CD transformation across 22 Scrum teams of 5 to 25 developers each, inside a globally distributed 400+ person engineering organization where no pipeline existed and nobody owned one.
- Found contractors hiding blockers behind green dashboards, then rebuilt trust with floor walks, one on one conversations, and an anonymous risk channel that surfaced real risks without naming anyone.
- Directed product, tooling, and process for the ITaaS and SaaS services behind Dell call home and remote connectivity, including SupportAssist, Secure Remote Services, and Secure Service Credentials.
- Part of the build versus buy call when PTC Axeda hit its scaling ceiling: the team skipped a ThingWorx migration and shipped an in house SupportAssist front end on a Docker based internal data center.
- Standardized the delivery toolchain across GitLab, Azure DevOps, and Confluence, and coached Scrum Masters, analysts, product managers, and developers on their roles.

Coach / Senior Engineer, Compute & Solutions Support *Feb 2018 – Mar 2019*
Dell Technologies | VxRail hyper-converged infrastructure

- Served as technical and professional lead for VxRail support while the product grew at triple digit rates and passed a $1B run rate.
- Owned service request lifecycle and time to relief, took escalations up to C level customers, and fed their pain points back into product design.

Advisor, Technical Program Management, Program Lifecycle & Operations *Aug 2015 – Sep 2017*
Dell EMC

- Built a program management team from the ground up after the Dell-EMC merger, writing its standard operating procedures for engineering project and product management.
- Helped combine Dell's and EMC's product lifecycle methods into one 12 checkpoint release framework that ran under ISO 9001 audit.
- Folded risk management into the project standards in Daptiv and Rally, and selected and supported the Jira, Confluence, Rally, Slack, Tableau, and Daptiv stack.
- Wrote Excel macros on in house virtual machines that checked project status for errors automatically, saving hours of review each week, and trained 100+ people on SharePoint project sites.

Web Product Owner / Senior Program Manager *Apr 2013 – Aug 2015*
EMC Corporation | Online Support

- Product management lead for EMC Online Support, serving 380,000+ unique users and named to the ASP Top Ten Best Web Support Sites in 2014.
- Owned the SDLC: roadmap, enhancement vetting, BRDs, and SOPs for a Scrum team on two week sprints and quarterly releases.
- Delivered B2B ticket system integration so top customers could open tickets in their own systems and sync them automatically with EMC.
- Automated or retired 10+ manual processes and managed the product taxonomy database behind every product version on the site.

Program Manager / Technical Engineer, Various Roles *2006 – 2013*
EMC Corporation | Remote Support Optimization and Global Technical Support

- Helped build the Remote Support Optimization organization from nothing, writing its charter and communication plans.
- Co-led the six-sigma certified service request handoff initiative that won the Lean Six Sigma Cup in 2013 and changed how EMC handled case notes.
- Audited roughly 1,000 case templates and consolidated them down to about 25.
- Created a service request notes application that became standard for global remote engineers, with 69 percent training adoption in 30 days and 85 percent compliance within two months.

CORE COMPETENCIES

Program and Portfolio Management: Multi team Agile delivery, program lifecycle and governance, release readiness and go/no-go reviews, ISV partner validation, risk management, executive reporting

Engineering Operations: CI/CD transformation, Scrum of Scrums, Scrum@Scale, Kanban, Jira and Jira Align structure, lab and environment readiness

Domains: Edge computing and IoT, enterprise storage, hyper-converged infrastructure, SaaS platforms, applied AI and machine learning

Generative AI Workflow Design: Agentic automation (Claude Cowork, ChatGPT), AI assisted documentation, project scoped context architecture, transcript to action workflows for meetings and reviews, practical generative AI applied to program execution

Tools: Jira, Jira Align, Confluence, Smartsheet, Azure DevOps, GitLab, Rally, Daptiv, Miro, Tableau, SharePoint, Slack, Teams

EDUCATION, CERTIFICATIONS, AND RECOGNITION

Bachelor of Science, Computer Science, Minor in Mathematics | Bridgewater State University, Bridgewater, MA
Certified ScrumMaster (CSM), 2021 | Registered Scrum Master and Product Owner, Scrum Inc., 2024 | Pragmatic Institute Product Management Level I and II | Lean Six Sigma Yellow Belt
EMC Gold Award (2012) | EMC Bronze Award (2012, 2014, 2017) | Lean Six Sigma Cup (2013) | Three Dell Inspire awards | EMC Proven Professional