

## Sam Ovando

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### Program Manager

Program Management  
Lead Projects and Programs  
Business Process Improvement  
Departmental Partner & Support  
Analyze Data & Visualize Insights

RACI Communication  
Cross-Functional Team Leadership  
Cross-Cultural Communication  
Scripting / Programming  
Support Tool Creation

**Degrees**      **MBA**, University California Irvine  
**BA, Computer Science**, Point Loma Nazarene College

**Technologies**    AHA, JIRA, Confluence, Atlassian, HTML5, CSS3, Python, JavaScript, PHP, MySQL, Visual Basic for Applications, AIX, UNIX, Microsoft Office (Excel, Word, PowerPoint, etc.), Microsoft Power Platform (Power Apps, Power Automate)

## Hitachi Vantara

**1997-Present**

### Program Manager

**2023 – Present**

- ◆ Designed & Implemented:
  - AHA Requirement Export process for collaboration with our XaaS Partner
  - Change Control Process with our XaaS Partner
  - Sharepoint List Based Tracker, enhanced with Power Automate & PowerBI
- ◆ Lead 2x weekly Technical calls with our XaaS Partner and our internal Technical colleagues
- ◆ Report Status of Partner work with Internal Management
- ◆ Manage the tracking of Partner's progress against commitments in an Agreement / SOW

### Technical Product Manager

**2022 – 2023**

- ◆ Designed & Implemented:
  - AHA Workspace Setup for our XaaS PM Team
  - Documentation Review Process with SharePoint & PowerAutomate
- ◆ Cross-trained PM Team on AHA usage, Requirement write-up

### Inbound Product Manager

**2020-2021**

- ◆ Led 4 STaaS Releases (Jun '21 ~ Present) to meet Business & Partner Requirements (Quote to Order, Block Storage Provisioning, Reporting, Capacity & Performance Historical Trends, Multitenancy, IAM & Organization management)
- ◆ Contributed to & Participated in PM/Engineering Agile Training
- ◆ Managed Requirements Definition & Backlog in AHA, driving towards the 4 STaaS releases

### Product Owner & Offering Management

**2018 – 2021**

- ◆ In 4 months, led Pre-GA deployment for Hitachi's 1<sup>st</sup> [STaaS](#) (Feb '21 ~ May '21)
- ◆ In 4 months, led POC deployment, Hitachi's 1<sup>st</sup> Virtual SaaS (Sep '20 ~ Jan '21)
- ◆ Led 2<sup>nd</sup> release development of the Hitachi Enterprise Cloud with VMware Offering

### **Sr. Manager, Service Product Management**

**2015 – 2018**

- ◆ Onboarded OEM support for 16-CPU Server product from our French partner
- ◆ Consolidated 2 Service Product Management roles into 1 (software and data networks)
- ◆ Established consistent Go-To-Market & Operational processes for 4 products & 6 partners
- ◆ Saved > 50% of support costs for server products leveraging BI financial dashboard insights
- ◆ Created a Product Requirements application to leverage across 4 infrastructure products

### **Service Product Manager, Compute Platforms**

**2010 – 2015**

- ◆ 100% track-record of on-time Global Support Readiness at GA for 4 rack server products, 1 blade system, and >10 blade servers
- ◆ Attained 100% Implementation of the Reliability, Availability, Serviceability requirements in taking our CB 500 blade server to market
- ◆ Saved 50% in Spares Depreciation Expense by Implementing a Support Profit/Loss Dashboard for Server Products
- ◆ 80% time savings in ECN translation and readiness, reducing from 2+ hours to 15 minutes
- ◆ Reduced from 3<sup>x</sup> to 1 ECN templates by implementing a unified Engineering Change Notice format and Bug/Fix database across 4 Hitachi companies, working with QA and Product Management

### **Supervisor & Technical Support**

**2008 – 2010**

- ◆ Developed Hitachi's 1<sup>st</sup> web-based Product Information Portal for 50+ products, simplifying access to 10+ different support sites
- ◆ Supervised 25+ level 1 and level 2 support specialists located in 4 European countries
- ◆ Managed critical support for high severity cases for Fortune Global 100 companies
- ◆ 66% time-savings reduction in case activation
- ◆ Developed web-based Product Health Summary for Hitachi mid-range storage products
- ◆ Supported 5+ Hitachi hardware and software products

### **Product Manager**

**2000 – 2007**

- ◆ **Technical Product Manager for Midrange Storage**, influencing requirements for RAS tools & product capabilities cross-generations (DF400, DF500, DF600)
- ◆ Managed 4 Partner Relationships: Cisco, Gateway, Rittal, Eaton/Powerware
- ◆ Led on-time go-to-market for Cisco's MDS 9214 switch
- ◆ Brought to market HDS' 1<sup>st</sup> OEM-designed PDU for use in HDS racks
- ◆ Launched HDS' 1<sup>st</sup> outside-of-Japan BEZEL project with partners (Acorn, Arrk)
- ◆ Launched HDS' 1<sup>st</sup> web-based interoperability tool, reducing interoperability lookups from minutes to 1 second, gaining global consistency across 3 crucial groups (sales, support, product management)

### **Supervisor & Technical Support**

**1997 – 2000**

- ◆ Strategized the merging of 2 different support groups involving 30+ people
- ◆ Managed critical support for high severity cases for FORBES 100 companies
- ◆ Automated a tool to consolidate 7+ dump files into 1, adding trend reporting & summaries
- ◆ Provided global support for 2 disk arrays connected to 2 operating systems: AIX and HP-UX

## Additional Experience

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- Adjunct Professor, Point Loma Nazarene University** **2010 – Present**
- ♦ Teach 15~30 Undergrad/Extended Learning students: Database Design, HTML/CSS
- AIX System Administrator, Point Loma Nazarene University, San Diego** **1994 – 1997**
- ♦ AIX Sysadmin over the 3 major systems: University, Office Automation, Student

## Skills

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|                            |                                      |
|----------------------------|--------------------------------------|
| Product Management         | Cross-Functional Team Leadership     |
| Service Product Management | Cross-Cultural Communication         |
| Requirements Definition    | Scripting / Programming              |
| Product Backlog Management | Support Tool Creation                |
| Release & Roadmap Planning | Voice of the Customer & Stakeholders |

## Degrees

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MBA, University California Irvine  
BA Computer Science, Point Loma Nazarene College

## Technologies

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AHA, JIRA, Confluence, Atlassian, HTML5, CSS3, Python, JavaScript, PHP, MySQL, Visual Basic for Applications, AIX, UNIX, Microsoft Office (Excel, Word, PowerPoint, etc.), Microsoft Power Platform (Power Apps, Power Automate)

## Professional Development

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| BCS Practitioner Certificate in Digital Product Management | 2024 |
| Power Apps Mini Hackathon Workshop                         | 2023 |
| AWS Essentials   | 2022 |
| Certified Scrum Master course                              | 2021 |
| Hitachi Content Platform – Installation & Maintenance      | 2018 |
| Pentaho (Business Analytics, CTools, Data Integration)     | 2017 |
| Dale Carnegie  | 2016 |

## Accomplishments

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|  |                       |
|--|-----------------------|
| <b>1<sup>st</sup> SaaS Console for Hitachi Vantara (STaaS)</b>               | <b>2020 - Present</b> |
| <b>Support Financial Dashboard</b> (SharePoint with BI & Finance Teams)      | <b>2017</b>           |
| <b>Product Requirements Application</b> (MS-Access)                          | <b>2016</b>           |
| <b>Automated Annualized Rate of Replacement Tool</b> (BI & Excel)            | <b>2015</b>           |
| <b>Action Item Tracker Application</b> (MS-Access)                           | <b>2011</b>           |
| <b>Top10 Web/Dbase Product Information Portal</b> (MS-Access)                | <b>2009</b>           |
| <b>Automated Trace Conversion &amp; HealthCheck Tool</b> (Excel, Perl, HTML) | <b>2009</b>           |
| <b>Real Estate Database Integration</b> (MS-Access + commercial software)    | <b>2008</b>           |
| <b>Raw Materials Inventory Management Database Application</b> (MS-Access)   | <b>2007</b>           |
| <b>Product Interoperability Web/Database Application</b> (global project)    | <b>2004</b>           |
| <b>Simplified Analysis Tool</b> for Hitachi disk arrays (perl + Excel)       | <b>1999</b>           |