

Steven L. Tremblay

Monroe, NY 10950 | s_trembla@yahoo.com | [linkedin.com/in/steven-tremblay](https://www.linkedin.com/in/steven-tremblay) (914) 213-9767

Product Manager

Motivated and forward-thinking product owner with experience in a dynamic SaaS environment. Diverse IT background combined with extensive knowledge of the intersection between technology, business, and operational needs. Technically adept in SaaS development and Cloud Service technologies. Expert in managing full life cycle application implementations of Cloud based platform including requirements gathering & analysis, solution design, task management, and on-boarding for Cloud platform. Partners effectively with sales and clients to isolate technology gaps through innovative systems designs.

Product Lifecycle Management | ERP Systems Implementation | Project Management | Strategic Planning | Certified Scrum Product Owner (CSPO) | Oracle Cloud Infrastructure | Financial Applications | Sales Enablement & Support | Cloud Migration | Project Planning | Software Development Life Cycle | Scaled Agile (SAFe) framework | Azure Dev Ops (ADO)

PROFESSIONAL EXPERIENCE

Blackbaud | Charleston SC

May 2021 - Present

Product Manager

Responsible for managing all the strategic and operational efforts required to evaluate, plan and migrate Blackbaud products and third party integrations to Azure Cloud Infrastructure.

- Provided oversight to Blackbaud's product strategy for cloud infrastructure, specifically related to migrating from legacy to modern cloud infrastructure, and/or end-of-support of late-lifecycle products and solutions that inhibited the advancement of Blackbaud's cloud strategy.
- Drove cross-functional teams to optimize our SaaS platform, resulting in a 35% increase in customer eligibility to move to cloud.
- Collaborate closely with cross-functional teams including Engineering, Design, Marketing, Sales, and Customer Success to drive product development efforts for modernizing plugins and third party integration solutions.
- Scrum master for development team within Raiser's Edge NXT CRM development organization. Work with engineering and product teams leading refinement sessions, establish development schedules, milestones, dependencies.
- Ensure adherence with Governance, Risk and Compliance policies. Collaborated with internal teams to ensure the implementation of appropriate controls and security measures to meet PCI DSS requirements.
- Monitored product performance, customer feedback, and market dynamics to identify areas for improvement and drive enhancements for Raiser's Edge NXT. Lead the creation and maintenance of a comprehensive product roadmap that outlines the prioritized features and initiatives to achieve strategic objectives

Oracle | Stamford, CT

July 2007 – Aug. 2020

Director EPM Cloud

Managed the Enterprise Performance Management (EPM) team within Product Demo Services organization. Engaged in building, maintaining, and supporting the hosted EPM/BI Cloud & On-Premise demo environments for worldwide sales. Worked closely with product and release management to support product launch activities and proof of concepts.

- Partnered with product management and cloud engineering teams, executed an implementation strategy to migrate applications from on-premise and cloud deployments to Oracle Cloud Infrastructure services.
- Lead weekly EPM release meetings for Demo Engineering. Coordinated the testing and escalation of bugs and issues during monthly release cadence for both EPM Cloud and EPM On-Premise applications.
- Ensured monthly release of EPM Cloud services were deployed on time while building new Infrastructure in Oracle Cloud.
- Developed tools using Bash, EPM Automate, and Rest APIs that were used by sales consultants to reduce their demo preparation by 50%. Process included tools to load custom demo content, refresh the demo environments to a clean state, and restart services.
- Project Management experience in delivering cloud-based solutions using agile development tools such as JIRA.
- Collaborated with application team on the implementation and migration of integrations between EPM and ERP applications; Integrations included Oracle Financials, PeopleSoft and J D Edwards.

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Hyperion Solutions | Stamford, CT

Jan 2000 – Jul 2007

Director Information Technology

Managed and directed an organization which was accountable for application development, integration, quality assurance and support including help desk. Monitored compliance to policies, standards, and procedures.

- Provided leadership in the development and implementation of short and long-term technology plans, ensuring that sales technical requirements are properly reflected in overall IT strategies architecture and multi-year technology plan.
- Developed investment plans for demo infrastructure and gained field acceptance of these plans.
- Received approval for capitol expense portion for Web Demo environment of Hyperion Financial Management & Hyperion Planning.
- Restructured and reengineered the demo development and support organization to expand responsibilities from a North American focus of approximately 200 end users to global responsibilities of 700 users.
- Expanded interoperability and coexistence testing with Product Development, which resulted in fewer product coexistence issues and expediting time to market of new product demonstrations.
- Provided extensive collaboration/planning with business units and sales organization for demo integration, QA, and deployment.
- Benchmarked and implemented best practices in demo development, QA, and delivery.
- Worked closely with senior management of both sales and marketing to understand and achieve corporate business goals.
- Developed and implemented plans and strategy to support Europe & Asia Pacific regions.
- Managed and/or delegated resources and project initiatives for Global Sales Support and cross-divisional efforts, while providing executive representation on these initiatives.
- Partnered with sales and marketing teams to develop product demos, messaging, and go-to-market strategies for EPM

TECHNICAL PROFICIENCIES

- **Cloud Technologies:** Oracle Cloud Infrastructure, Microsoft Azure
- **Database:** Oracle 11/12c, Microsoft SQL Server
- **Applications:** Blackbaud Raisers Edge NXT, Microsoft Office, Atlassian Jira/Confluence, Slack, Oracle EPM
- **DevOps:** Ansible, Docker, SVN, Git, Gitlab
- **Platforms:** Microsoft Windows 11, Microsoft Server, Linux
- **Web Servers:** Microsoft IIS, Oracle HTTP Server