

LOPAMUDRA SHAH

New York, NY | lopahshah@gmail.com | [linkedin.com/in/lopamudrashah](https://www.linkedin.com/in/lopamudrashah)

SUMMARY & KEY SKILLS

Results-oriented leader with 15+ years of expertise in data-driven program and project management, renowned for exceptional leadership, planning, execution, and resource optimization that ensures on-time delivery. Holds an EMBA with honors and was a Moonshot Semifinalist for an AI-powered product concept. Recognized for transforming underperforming teams into A+ performers, I excel at aligning products and technology with business objectives. Adept at managing global teams, driving strategic initiatives, and fostering people development, I achieve superior outcomes through data-driven insights, meticulous execution, and continuous team growth.

- Planning & Execution
- Team Management
- Executive Communication
- Technical Project Management
- Program & Product Management
- Global Workforce Collaboration
- Stakeholder Engagement
- Strategic Leadership
- Risk Management

PROFESSIONAL EXPERIENCE

Yahoo, Inc., New York, NY

November 2024 – Present

Principal Leader, Technical Program Management

- Driving global Growth and Monetization strategy for Yahoo Mail, leading a portfolio of high-impact initiatives that directly influence engagement, retention, and revenue across 300M+ users
- Delivered the Adblocker initiative, resulting in \$30M incremental revenue; led cross-functional alignment with Legal, Privacy, and Partner teams to accelerate rollout in the U.S. and expand into key international markets
- Leading the Mail Storage Tiering initiative, optimizing storage allocation for 300M+ mail users across multiple countries; partnered with Data Science, Mail Intelligence (AI), and Infrastructure to implement dynamic user segmentation and cost optimization models
- Leading the IMAPOUT Rescue initiative, projected to unlock 200K additional DAUs per quarter; collaborating with Product, Engineering, and Data Science to improve sync performance and user reactivation
- Managing the Account Recovery program, enhancing a core user experience while enabling scalable, secure self-service recovery—positively impacting support deflection rates and revenue attribution through successful login recoveries
- Built and operationalized a centralized Portfolio Dashboard for executive visibility into KPIs, OKRs, and roadmap progress across Yahoo Mail; part of core PMO initiatives to drive transparency and strategic prioritization
- Trained 296 cross-functional team members on Agile 101, improving velocity, ceremony discipline, and cross-team collaboration within the Yahoo Home Ecosystem
- Conducted in-depth squad health and delivery audits for six teams, identifying Agile maturity gaps and implementing tailored process improvements that increased delivery throughput by ~18%
- Spearheaded qPlanning across Yahoo Mail, aligning 30 front-end squads, 18 back-end squads, and multiple stakeholder teams to ensure roadmap cohesion and dependency resolution

Paramount, New York, NY

April 2021 – October 2024

Director, Program Management

December 2021 – September 2024

- Spearheaded Program Enargon, managing 8 concurrent high-scale, high-visibility projects to ensure timely and high-quality delivery. Fostered new business initiatives through strategic stakeholder management and informed decision-making
- Established and optimized the PMO for the curation & operations team, improving resource utilization by 66.7%
- Transformed the ENT AVOD unit to top-tier performance within 5 months, achieving a 700% increase in on-time delivery of new product features through seamless engineering and project management practices with a data-driven approach
- Aligned sprint goals with delivery objectives and product vision by collaborating with Scrum teams, Engineering, Product, and Design leads, and defining clear roles and responsibilities to enhance effectiveness
- Reduced process overhead and improved efficiency by optimizing Jira use and consolidating five queues into one
- Developed and coached 4 direct reports, transforming their performance and fostering a delivery-driven culture
- Assisted with roadmap development and led quarterly PI planning with cross-functional teams, establishing clear delivery and discovery goals

Senior Program Manager (Consultant)

April 2021 – December 2021

- Successfully launched Paramount+ International with strategic leadership and tactical oversight, driving the delivery of new features while mitigating risks and resolving key issues
- Led cross-functional teams in the launching Universal Workflow, enhancing content consumption for 18 global brands, including MTV, Comedy Central, Paramount+, Smithsonian, and Pluto TV

Yamuna Hospitality LLC, Amber Motel & Amber Hospitality LLC, Parsippany, NJ

August 2018 – March 2021

Owner, Director of Operations

- Founded and operated 3 family businesses, managing operations for two franchise hotels valued at \$10MM in the Greater New York area (Batavia, NY/Lake George, NY)
- Oversaw a diverse team of 60+ personnel, including roles in housekeeping, marketing, revenue management, and general management to optimize resources and achieve operational efficiency
- Implemented comprehensive training and development programs for personnel, identifying and coaching top-performers, utilizing SOPs, including a specialized Front Desk training program spanning 4-7 weeks
- Led the implementation of streamlined processes, significantly reducing the need for daily owner supervision to once every 15 days, showcasing enhanced operational autonomy and effectiveness

Disney Streaming Services, New York, NY

September 2017 – August 2018

Senior Program Manager/Scrum Master

- Effectively managed the NHL organization from a Program Management perspective, leading projects/feature development across web, mobile, connected devices, and shared services teams
- Cultivated a culture of self-management among 3 SCRUM teams geographically dispersed, leading the development of the NHL Apple Watch application
- Enhanced collaboration and team morale by optimizing Scrum processes for rapid software delivery and mentoring product owners in backlog refinement

Major League Baseball, New York, NY

May 2016 – September 2017

Senior Technical Project Manager/Scrum Master

- Orchestrated concurrent management of 16 diverse properties (MLB, NHL, WWE, HBO, MiLB), ensuring streamlined schedules, priorities, scopes, releases, and testing cycles
- Spearheaded Riot Games' League of Legends project for end-to-end delivery.
- Led daily scrum-of-scrum sessions for six teams as an enterprise scrum master across tech and services teams

Isobar, New York, NY

July 2007 – April 2016

Senior Project Manager

- Managed projects from discovery to delivery, demonstrating expertise in CMS consulting, quality assurance, and stakeholder engagement. Leveraged strong organizational skills, effective communication, strategic problem-solving, and adaptability for clients such as HBO, Healthways, Bayer, and Avis Budget Group

Surya Systems, Inc., New York, NY

June 2005 – May 2007

Application Developer

- Executed in-house development projects and delivered high-quality solutions as a CMS consultant for KeySpan Energy, Merck & Co., and Computer World, showcasing strong project management, technical expertise, coding proficiency, problem-solving and critical thinking skills

EDUCATION

Massachusetts Institute of Technology (MIT)

2024

No code AI & ML : Building Data Science Solutions ([E-portfolio](#))

Jun 2024 – Aug 2024

Quantic School of Business & Technology, Online

2023

Executive Master of Business Administration (M.B.A.)

Graduated with Honors: 99.3%, Moonshot Semifinalist: AI-powered product concept

Fairleigh Dickinson University, Teaneck, NJ

2005

Master of Science (M.S.), Management Information Systems

CERTIFICATIONS

ICAgile Certified Professional - Coaching Agile Transformations
Certified SAFe® 6 Lean Portfolio Manager(LPM), Scaled Agile Inc.
Certified LeSS Practitioner (CLP) Certified, The LeSS Company
SAFe® 5 Advanced Scrum Master(SSM), Scaled Agile, Inc.
Scrum Master Certified (SMC), Scrum Alliance
Project Management Professional (PMP), Project Management Institute

TECHNICAL SKILLS

Confluence, JIRA + JIRA Cloud, Airtable, Google Workplace, Figma, Smartsheet, MS Office Suite, Rapid Miner, HTML, JavaScript, Perl