

THOMAS BRAMBLE

SENIOR PROGRAM MANAGER

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Canadian & British Citizen • Eligible for TN Visa under USMCA

\$50M

Projected annual savings
(Copilot M365 Rollout)

\$20M

Largest enterprise program directed
(Boeing)

100+

Largest cross-functional
program team led



PROFESSIONAL SUMMARY

Senior Program Manager with **15+ years** orchestrating enterprise-scale, global technology and operational transformations across retail, telecommunications, fintech, and aerospace. Track record of delivering **multi-million-dollar programs** on time and under budget by aligning cross-functional teams of **over 100 members** across distributed geographies. Equally fluent in Agile (SAFe, Scrum) and Waterfall delivery, with deep experience in vendor management, regulatory compliance, post-acquisition integration, and contact-center modernization.

CORE COMPETENCIES

Enterprise Program Delivery	Multi-Team Orchestration	SAFe & Scrum
Vendor & Budget Management	Stakeholder Engagement	Risk & Dependency Management
CRM & Contact-Center Transformation	Post-Acquisition Integration	Regulatory Compliance (CRTC)
Distributed/Remote Team Leadership	PMO Governance	Agile Coaching & Maturity

PROFESSIONAL EXPERIENCE

Lululemon Athletica — Enterprise Automations (Contract)

Sep 2024 – May 2026

▸ Senior Program Manager

- **Delivered Microsoft Copilot M365 and Studio Lite AI** tools globally at lululemon to **10,000 users**, managing scope, vendors, and phased deployment with Agile/Waterfall methodologies.
- **Accomplished \$50M projected savings** and industry leading **98% user adoption** despite limited budget by negotiating vendor incentives and leading cross-team collaboration.
- **Accomplished** Scaled Agile maturity uplift across the program, as measured by reduction in defects and increased developer engagement by coaching squads on backlog management, ceremonies, and cross-team dependency tracking.

Lululemon Athletica — Guest Education Center (Contract)

Apr 2021 – Sep 2024

▸ Project Manager

- **Accomplished** migration of the Lululemon Guest Education Center from Oracle Service Cloud to Microsoft Dynamics, as measured by completion within **4 months** on a **76-person** remote program with zero downtime by leading requirements, integration, UAT, and cutover across CRM and reporting workstreams.

- **Accomplished** the subsequent migration from Microsoft Dynamics to Salesforce, as measured by completion within **18 months** on the same **76-person** program and **1000+ agents** migrated by coordinating multi-vendor delivery cadence and managing risk across integrated workstreams.
- **Accomplished** enterprise Agile operating-model adoption across supporting teams, as measured by coaching practitioners and codifying operating procedures for ongoing improvement.

PayPal (Contract)

Apr 2020 – Apr 2021

▸ Program Manager / Scrum Master

- **Accomplished** post-acquisition system integration of Hyperwallet BI capabilities into PayPal, as measured by guiding two cross-functional squads (5 and 8 members) through Agile delivery of a billing engine and feature enhancements.
- **Accomplished** Agile framework adoption across BI teams, as measured by introducing standardized ceremonies, backlog refinement practices, and analytics delivery patterns.

Lululemon Athletica — Guest Education Center (Contract)

Feb 2019 – Mar 2020

▸ Project Manager

- **Accomplished** redesign of the Quality Returns process, as measured by projected **\$16M** annual savings and **18 FTE** reduction on a **\$170k** program budget, by leading end-to-end re-engineering of returns workflow across operations, systems, and policy.
- **Accomplished** improved contact-center service accuracy and capacity, as measured by deployment of autonomous solutions delivered by a team of **8** within a **\$430k** Volume & Automation program, by directing program scope, vendor selection, and ML-driven routing implementation.
- **Accomplished** compliance-aligned Guest & Educator Experience initiatives, as measured by interception of **12%** of total interactions on a **\$450k** program, by leading concurrent workstreams covering quality, training, and compliance enablement.

Boeing Vancouver (Contract)

Apr 2018 – Feb 2019

▸ Program Manager

- **Delivered** an enterprise airline analytics platform that contributed to enhanced aviation safety and operational efficiency, demonstrated by measurable improvements in reliability among fleet operators through proactive maintenance strategies. Managed the full lifecycle of a **\$20M SAFe program** with a 26-person team, overseeing scope, releases, and stakeholder alignment to onboard major airlines. Directed the development of Microsoft Power BI and Azure self-service analytics solutions.

Ocean (Startup, Co-Founder)

Nov 2017 – Apr 2018

▸ Co-Founder / Program Manager

- **Accomplished** launch of a mobile realty-transaction management application adopted by Vancouver's top-tier Realtors, as measured by MVP delivery on a **\$50k** budget with an **8-person** Agile team, co-founding the venture and managing product, engineering, and go-to-market execution.

Lululemon Athletica — Guest Education Center (Contract)

Apr 2017 – Nov 2017

▸ Project Manager

- **Accomplished** delivery of enterprise contact-center and BI initiatives including store reporting and high-performance storage solutions, as measured by concurrent programs with budgets of **\$130k–\$600k** and teams of **6–10**, managing scope, schedule, vendor coordination, and stakeholder reporting across the portfolio.

TELUS — MITS Client Service PMO (Contract)

Mar 2016 – Apr 2017

▸ Project Manager

- **Accomplished** enterprise-client datacenter migrations, virtualization, disaster recovery, and optimization rollouts, as measured by multiple programs with budgets up to **\$1.5M** and teams of up to **8**, supporting accounts including BC Hydro and Finning Canada. Led WAN setups, SharePoint deployments, satellite office deployments and infrastructure consolidation across enterprise accounts.

TELUS — CE&S&D PMO

Jun 2013 – Nov 2015

▸ Program Manager

- **Accomplished** the Service Assurance Evolution program improving customer service operations and contact-center technology, as measured by delivery of a **\$2.1M, 21-person** program by leading workstreams across voice systems, proactive monitoring, and intelligent call routing.
- **Accomplished** rollout of Genesys Conversation Manager, as measured by delivery of a **\$2.3M, 17-person** program supporting millions of interactions annually, by directing platform deployment, vendor integration, and operational readiness.

TELUS — EBOM PMO

Jun 2012 – Jun 2013

▸ Program Manager

- **Accomplished** CRTC-mandated enterprise billing system updates, as measured by on-time regulatory compliance across programs ranging from **\$120k–\$360k**, by managing scope, schedule, and CRTC-aligned change control end-to-end.
- **Accomplished** the BLIF tool rewrite, as measured by delivery of a **\$600k** program by leading requirements, vendor management, and release execution.
- **Accomplished** enterprise compliance guidelines rollout, as measured by delivery of a **\$2.3M, 40-person** program by directing cross-functional execution, change management, and stakeholder reporting.

TELUS — EBOM PMO

Apr 2011 – Jun 2012

▸ Project Coordinator

- **Accomplished** PMO operations and pipeline assessment support by partnering with project managers on resource planning, project reviews, and governance reporting.

TELUS (Contract)

Apr 2006 – Apr 2011

▸ Onsite Support Team Lead

- **Accomplished** sustained Tier 3 onsite support performance through multiple restructures and system changes, as measured by SLA targets met across **100+** client-site programs by leading teams through automation, hardware upgrade, and software deployment initiatives.

Virgin Money (UK)

Jun 2001 – Oct 2005

▸ Service Support Specialist

- **Accomplished** hardware refresh and software deployments across the user base, as measured by rollout to **400+** users by progressing from client support into IT service-improvement programs covering conferencing, Oracle Financials, and documentation.
- **Supported** a core network infrastructure upgrade without downtime or user impact, providing significant operational gains.

CERTIFICATIONS • INTERESTS • COMMUNITY

CERTIFICATIONS

- SAFe 4 Agilist Leader
- ITIL v3 Foundation
- Certified Scrum Master (CSM)

PERSONAL INTERESTS

- Certified Pilot & Sailor
- Entrepreneur — built global electric-unicycle distribution hobby business grossing \$300k+ annually
- Camping, hiking, & travel

COMMUNITY

- Big Brothers mentoring program
- Elderly food delivery, Burnaby Neighbourhood House