Dustin Guice

Senior Program Manager · Delivery, Governance & Cross-Functional Leadership

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Newnan, GA (Atlanta metro)

PMP · A-CSPO · CSM · Six Sigma Yellow Belt · U.S. Army Veteran

~$3M
saved with an AI-powered card servicing capability at Capital One

+20%
customer satisfaction on the same program

60%
faster team velocity to production at Chick-fil-A

$50M+
multi-system program portfolio stabilized

PROFILE

Senior program manager with 8+ years leading complex, multi-team technology programs, built on a foundation in customer success, sales, and account management. Builds program structure from scratch: governance, cadence, milestones, risk and dependency management, and launch readiness. Aligns product, engineering, operations, and business leaders, and is brought in to restore momentum when programs stall.

EXPERIENCE

Riveron
Jan 2026 – Oct 2026

Manager, Business Performance Improvement · Client: Booz Allen Hamilton

- **Led a 35-workstream integration** across ~12 functions as senior program manager, from Legal Day 1 through stabilization.
- **Designed the governance and operating cadence:** decision rights, ownership, escalation paths, and reporting standards that gave leaders one view of the program.
- **Coached workstream leads** across technology, operations, and business functions.
- **Built readiness plans** across implementation, testing, cutover, and hypercare, and wrote the SOPs that supported adoption.

Independent Consultant
Apr 2023 – Dec 2025

Senior Program & Product Delivery · Capital One (via Ippon), Sinch, Sobo Technologies

- **Launched an AI-powered card servicing capability** at Capital One, leading a cross-functional program from proof of concept through platform-wide launch.
- **Built the roadmap and the dashboards**, partnering with Capital One's Senior Director of Product Management and leading analysts and data scientists.
- **Redesigned customer flows** for a Sinch communications integration serving AT&T and Cricket Wireless, leading product strategy with UX and engineering.
- **Brought clarity to stalled initiatives** by designing governance, intake, and prioritization structures that restored accountability.
- **Avoided ~$4M** in unnecessary system replacement by identifying modernization alternatives aligned to operational requirements.

~$3M saved · −3 min handle time · +20% CSAT · $4M avoided

HOW I WORK

1. **Start with the outcome**
   Agree on what success looks like and how we'll measure it before work begins.
2. **Make the plan visible**
   Clear milestones, owners, and dependencies, so risks surface early instead of late.
3. **Lead across lines**
   Align product, engineering, design, and operations, including teams that don't report to me.
4. **Keep leaders informed**
   Simple, honest updates so executives can make decisions quickly.

CORE EXPERTISE

- Multi-team program delivery
- Program turnaround & recovery
- Dependency & critical path
- Success metrics & dashboards
- Executive communication
- Cross-functional collaboration
- Roadmaps & prioritization
- Governance & cadence
- Risk & dependencies
- Launch readiness & adoption
- Agile & hybrid delivery

EXPERIENCE, CONTINUED

Big Nerd Ranch

Dec 2021 – Apr 2023

Senior Program Manager · Client: Chick-fil-A, Inc.

- **Led multi-team delivery** for Chick-fil-A's mobile app and supply-side systems across engineering, product, design, and operations.
- **Connected technology, product, and operations** through governance built around shared priorities and release plans.
- **Wrote PRDs** that translated business and user needs into clear requirements for product and engineering.
- **Improved team velocity to production by 60%** through workflow redesign, clearer handoffs, and milestone discipline.

PMAlliance

Feb 2019 – Dec 2021

Project Management Consultant

- **Stabilized a $50M+ program portfolio** by implementing governance, dependency mapping, and risk controls across multiple systems.
- **Improved on-time delivery by ~60%** through stronger planning, milestone management, and escalation processes.
- **Managed an EPA-mandated program** for Southern Company, coordinating engineering, compliance, field operations, and vendors across multiple sites.

Earlier Career

2013 – 2018

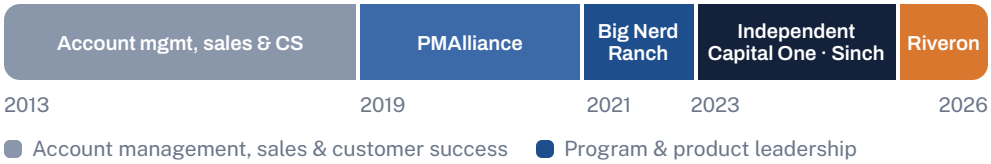
Account Management, Sales & Customer Success

- Held account management, sales, and customer success / market leadership roles serving external clients.

U.S. Army

2004 – 2008

CAREER AT A GLANCE



CERTIFICATIONS

PMP
Project Management Professional

A-CSPO
Advanced Certified Scrum Product Owner

CSM
Certified Scrum Master

Six Sigma
Yellow Belt

EDUCATION

B.S., Christian Ministry
Emmanuel University, 2013

TOOLS

Work management
Jira, Confluence, Smartsheet, MS Project, Asana, ServiceNow

Data & reporting
Power BI, Tableau, SQL (reporting), Excel

Product & design
Figma, Miro, Lucid, Salesforce

METHODS

Scrum · Kanban · Product lifecycle · Program governance · Launch readiness · Change management

SELECTED CLIENTS

Capital One · AT&T · Chick-fil-A, Inc. · Booz Allen Hamilton · Southern Company

INDUSTRIES

Financial Services & Payments · Retail & Restaurant · Hospitality · Telecom · Technology & SaaS · Energy & Utilities · Oil & Gas