

# David Campaña

West Orange, NJ 07052 | 862-215-3479 | [davidcampana@me.com](mailto:davidcampana@me.com) | [www.linkedin.com/in/davidcampana/](http://www.linkedin.com/in/davidcampana/)

Senior Management Delivery Leader with 20+ years of experience owning end-to-end delivery of complex, enterprise-scale technology and product initiatives across financial services, telecom, and government sectors. Proven track record of driving execution from intake through release, ensuring predictable delivery, clear prioritization, and high-quality outcomes. Expert in Agile execution, backlog discipline, and cross-functional alignment, partnering closely with engineering, product, and client stakeholders. Known for high-agency leadership, proactively identifying risks, removing obstacles, and delivering measurable results through disciplined execution and accountability.

## Areas Of Expertise

End-to-End Delivery Ownership | Agile Execution & Scrum Leadership (CSM®) | Engineering & Product Alignment | Work Intake & Prioritization Models | Backlog Management & Sprint Execution | Stakeholder & Client Accountability | Delivery Predictability & Risk Mitigation | Cross-Functional Team Leadership | Jira Reporting & Delivery Metrics | Platform Modernization | Compliance & Regulated Environments

## Experience

**myagentworks llc, West Orange, NJ**

**08/2025 - present**

**Founder / Chief AI Engineer and Product Designer**

Conceived, architected, and delivered a multi-tenant SaaS operations platform for the funeral services industry-replacing a fragmented stack of CRMs, answering services, paper checklists, and compliance spreadsheets with a single unified workflow that manages the full case lifecycle from family intake through final disposition.

- Defined the product and technical strategy for a vertical SaaS addressing a \$20B+ North American funeral services market: scoped a phased operations platform covering 8-stage case lifecycle management, tradition-aware service protocols for six major religious practices, compliance gating with audit-grade logging, dual-authentication staff workflows, and AI-assisted 24/7 intake translating deep industry research into an executable roadmap, architectural blueprint, and investor-ready narrative.
- Architected a secure, multi-tenant SaaS platform spanning marketing hub, operations dashboard, and bidirectional event-synced backend services, with cross-subdomain SSO, JWT-claim-based entitlements, AES-256-GCM encryption on sensitive credentials.

**JPMorgan Chase, Jersey City, NJ**

**09/2021 – 5/2025**

**Executive Director, Product Delivery and Third Party Oversight (TPO)**

Partnered with senior executives across global platforms to define and execute product strategy, regulatory compliance, and cross-business operations. Directed enterprise PMO and product management functions while advising C-suite leaders on platform modernization and roadmap governance.

- Owned end-to-end delivery across 23 global trade and finance platforms, ensuring alignment between business priorities, engineering execution, and release commitments
- Drove a blockchain digitization initiative, improving delivery efficiency by 45% and generating \$2M in operational savings through disciplined execution and backlog prioritization
- Led prioritization and roadmap execution across multi-year initiatives, ensuring teams focused on highest-impact deliverables aligned to business outcomes
- Managed and scaled cross-functional teams of 85+, including product managers, engineers, and delivery leads, driving accountability for sprint commitments and delivery milestones
- Established governance and delivery rigor across 26 platforms, improving transparency, stakeholder trust, and execution predictability
- Implemented compliance automation, reducing manual processing by 75% and significantly accelerating delivery cycle times

**InvestorsBank, Short Hills, NJ**

**01/2019 – 07/2021**

**Vice President, Digital Strategy**

Led digital product strategy and transformation initiatives across consumer and back-office operations, overseeing product managers and technology delivery leads.

- Led Agile delivery execution for CRM and EDM platforms, ensuring backlog readiness, sprint discipline, and consistent delivery against commitments
- Built and enforced prioritization frameworks to align delivery with business value, improving team focus and reducing unplanned work
- Automated 100+ business processes, increasing productivity by 30% and delivering \$3M in annual savings through structured execution and delivery discipline

**Verizon**, Basking Ridge, NJ

**01/2017 – 01/2019**

**Digital and Mobile Platform / Program Management Consultant**

Worked with business executives to define and execute digital-first initiatives for Verizon Business Markets. Accountable for ongoing development and execution of the technology roadmap and platform solutions.

- Directed Agile delivery for a 75-person engineering team, owning execution of a Salesforce/Vlocity mobile platform from design through release
- Ensured backlog clarity, sprint execution, and alignment between product requirements and engineering delivery
- Managed delivery risks, dependencies, and stakeholder expectations to ensure predictable release cycles
- Led sprint ceremonies and delivery tracking using Jira, reinforcing accountability and execution focus

**Prudential Financial**, Woodbridge, NJ and Newark, NJ

**01/2013 – 01/2017**

**Vice President of Information Systems**

Partnered with executive leadership to lead technology transformation and program delivery across 153 platforms. Delivered Agile-aligned enterprise product modernization with full program accountability.

- Managed \$26M budget and a team of 110 across Total Retirement Solutions and Corporate Technology.
- Directed ServiceNow expansion to 67 services, saving \$5M and streamlining service delivery.
- Used Jira for burndown charts and budget tracking across technology transformation projects.
- Recognized as a Great Minds in STEM Luminary for executive mentoring and leadership.

**CreditSuisse**, New York, NY

**01/2010 – 12/2012**

**Global Technical Standards Program Management Consultant / Enterprise Architect**

Overall responsibility for the Technical Standards Program within the Investment Bank. Lead and implement the technical standards strategy set forth by the Chief Architects to reduce overall technical complexity.

- Managed portfolio governance across 400+ applications and 100+ technologies.
- Directed a 140-member global architecture working group across the US, UK, Singapore, and Zurich.
- Sunset over 60 legacy systems, saving \$5M while leading Agile-aligned tech advisory teams.

**New York City Department of Finance, Finance Information Technology (FIT)**, New York, NY **08/2007 – 01/2010**

**Chief Technology Officer**

Served as executive technology leader for \$24B revenue system modernization, partnering with city executives.

- Directed Agile-based modernization programs focused on compliance, platform integration and risk reduction.
- Oversaw re-platforming initiatives with \$6M in infrastructure savings.
- Launched FIT internship program, hiring and mentoring over 20 interns.
- Implemented a Microsoft Dynamics CRM and new Bail/Court Trust systems, delivering \$15M in savings and 30% faster processing.

**Education**

**Executive Master of Business Administration (MBA), Finance and Strategic Management**

Columbia University, Columbia Business School, New York, NY

**Bachelor of Science (BS), Applied Mathematics**

Polytechnic University / NYU Tandon School of Engineering, Brooklyn, NY

**Certifications**

Certified ScrumMaster® (CSM®), Scrum Alliance, 2025  
 AWS Certified AI Practitioner, Amazon Web Services, 2025  
 AI Prompt Engineering, Chegg, Inc., 2024  
 Artificial Intelligence Strategy, Cornell University, 2023  
 Blockchain Essentials, Cornell University, 2022