

TARA L. GLOVER

IT Program Management & Agile Delivery Leader

Maryland, USA • 240-498-0034 • taralouiseglover@gmail.com • [LinkedIn](#)

Professional Summary: Curiosity is at the center of who I am. I relish learning how a business works, understanding the technical and human challenges behind a problem, and bringing the right people into the conversation. Grounded in psychology and software development, I have worked across federal programs, customer success, SaaS, and higher education, helping users, developers, product teams, and executive leadership understand one another and turn complex ideas into clear decisions and meaningful action.

Core Competencies: Program & Portfolio Management | Customer Success | Engineering Operations | Cross-Functional Leadership | Team Development | Agile Program Delivery | Strategic Planning | Stakeholder Engagement | Change Management | KPI & OKR Development | Process Improvement | Data Analytics & Reporting

Skills & Tools: Asana | Camptasia | Confluence | Fresh Service | Gemini | HTML | Jira | Miro | NotebookLLM | Notion | Salesforce | Sharepoint | Slack | Smartsheet | SQL | Trello | VSCode | Wordpress | Zendesk

PROFESSIONAL EXPERIENCE

Georgetown University, Washington, DC | Senior IT Program Manager

Jan 2022 - Jun 2026

Strategic and operational owner for a 500+ site enterprise WordPress ecosystem, reporting to university IT leadership and partnering directly with School and Program stakeholders.

- Took over high-visibility School of Foreign Service website relaunch after it fell behind schedule and lost core engineering staff. Shifted the architecture to a modern WordPress FSE Theme, set up a continuous beta environment for testing, and aligned four competing organizations to relaunch on schedule
- Pinpointed critical bottlenecks in legacy deployment pipelines and coached the engineering team through iterative experimentation to modernize automation. This guided approach empowered the team to re-engineer internal tooling using GitHub Actions across ~600 sites, cutting deployment times by up to 93% (Dev and Test/Live deployments dropped from 45–75 minutes down to under 5 minutes; network-wide cache clears dropped from 45 minutes to under 5)
- Led a cross-functional working group across schools to evaluate and replace a legacy events calendar that could not support RSVPs or co-hosted events. Managed platform evaluation and migrated to the new system over winter break with zero data loss
- Rebuilt the web services team's daily operations by migrating them from Trello to Jira, establishing story-point estimation, ticket taxonomy, and shared Definitions of Done leaving the team measurably more efficient and self-directed
- Combined Jira, Smartsheet, and Excel data into a unified portfolio view and built Service Resilience dashboards for the Senior Leadership Team and Continuity Risk Council. Led governance working groups for PII, GA4, and digital marketing (AEO strategy)
- Mentored project managers, authored the department Portfolio Management Guide, overhauled project intake templates, and evaluated practical AI/ML applications to reduce routine operational toil.

Waggl, Inc., San Francisco Bay Area | Technical Program Manager

Jan 2018 - Nov 2021

Directed implementation delivery for 200+ concurrent enterprise customers through a period of 330% company growth.

- Built executive reporting frameworks using Salesforce, SQL, and Metabase to give leadership clear visibility into implementation risks and customer health.
- Reduced Tier II/III escalations by 35% and cut ticket resolution times by 30% by deploying Gainsight, restructuring Zendesk workflows, and rebuilding the internal knowledge base.

- Automated multi-language pulse-survey deployment pipelines, cutting rollout timelines by 75% to support rapid scaling.
- Strengthened customer-to-product feedback loops that informed roadmap prioritization and accelerated delivery of high-impact platform enhancements

LMN Solutions, Washington, DC

Apr 2011 – Dec 2014

Palantir Federal Deployment (Client Engagement) | Enterprise Adoption Lead

Nov 2012 – Dec 2014

Selected by Palantir leadership to lead enterprise technology adoption initiatives supporting DHS, CIA, NSA, and NRO mission organizations.

- Built trusted relationships with executive and operational leaders across Intelligence Community agencies to accelerate adoption of mission-critical analytic platforms
- Reduced enterprise onboarding timelines by 50% through scalable enablement strategies, standardized operating procedures, and executive stakeholder engagement
- Led cross-functional delivery teams supporting classified technology implementations while balancing mission priorities, compliance requirements, and operational risk
- Produced executive briefings, operational performance reporting, and adoption metrics that informed strategic decision making
- Developed repeatable deployment methodologies accelerating time-to-value across multiple Intelligence Community organizations
- Coordinated technical, operational, and leadership stakeholders to transition new capabilities from deployment into sustained operational use

DHS Homeland Counterterrorism Division | Senior Program Manager

Apr 2011 – Nov 2012

Supported the DHS Homeland Counterterrorism Division, overseeing delivery coordination, staffing operations, stakeholder management, and cross-functional execution across multiple concurrent task orders.

- Managed 30+ FTE across enterprise federal programs, ensuring alignment between leadership priorities, engineering execution, and customer commitments
- Oversaw operational forecasting, financial reporting, resource planning, and delivery coordination
- Led one-on-one coaching, retrospectives, mentoring, and performance management initiatives
- Introduced agile practices, performance metrics, and scheduling frameworks across task orders to give leadership a clear read on project health while maintaining strict privacy and compliance oversight

BAE Systems, Washington, DC | Program Manager

Sep 2008 - Mar 2011

- Directed execution across \$50M+ in federal technology programs supporting 120+ technical personnel across 6 concurrent programs under the TASER NGA IDIQ contract with direct responsibility for operations, staffing, subcontractor management, and growth strategy.
- Served as staffing and resume lead on a \$850M eSMARTS IDIQ proposal involving 550+ candidates, improving staffing cycle time by 20% through pipeline forecasting.
- Maintained past-performance data in SharePoint and monitored project health in Salesforce to keep leadership equipped with accurate operational data for future proposals.

EDUCATION

Georgetown University - Master's in Information Technology Management (GPA: 4.0)

August 2026

Georgetown University - Graduate Certificate in Lean & Agile Practices

St. Mary's College of Maryland - Bachelor of Arts in Psychology, minor in Computer Science (*Magna Cum Laude*)

CERTIFICATIONS

Atlassian Agile Project Management Professional Certificate | Certified ScrumMaster (CSM) | Scrum Foundations Professional Certificate (SFPC) | Six Sigma White Belt | Palantir Certified Trainer