

NATELY DESISTO

PMP | CSM | CPC | RYT | Certified Hypnotist & NLP Practitioner
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EXECUTIVE SUMMARY

Transformation-focused technology and operations leader with 20+ years across AWS, Boeing, Henry Schein, and high-growth startups. Hands-on builder who designs and deploys operational platforms, stands up PMOs, and leads Agile transformations paired with certified coaching expertise in NLP, hypnosis, and holistic practices. PMP certified with perfect AT/AT/AT scores using a self-developed application.

CAREER HIGHLIGHTS

- Designed, developed, and deployed PULSE (Zoho Creator/Deluge)—a proprietary operations platform that became a company's core product differentiator, contributing to 900% YoY revenue growth and CIO Review Company of the Year recognition
- Delivered a critical Boeing project that had previously stalled by building SharePoint automation, reporting, and notification systems
- Led Waterfall-to-Agile transformation across 9 teams (3 US, 6 Ukraine), bridging cross-cultural silos via Scrum-of-Scrums within weeks
- Built 5 production applications while in non-technical roles at Henry Schein, including a VBA operations tool adopted by 200+ users across two countries and a full escalation-tracking database
- Automated a 16-hour weekly reporting process down to 45 seconds
- Redesigned onboarding workflows saving \$10K+ annually in postage alone

CORE COMPETENCIES

Program & Portfolio Leadership • PMO Design & Governance • Enterprise Agile Transformation • Application Design & Development • Product Management • AI-Informed Delivery Ops • Process Automation & Digital Transformation • Coaching, NLP & Change Leadership • Servant Leadership & Team Enablement • Stakeholder & Executive Communication • Risk Management & Escalation Recovery

PROFESSIONAL EXPERIENCE

Senior IT Project Manager

June 2022 – Dec 2022

AWS (Amazon Web Services) | New York, NY (Remote)

- Customized Adobe Workfront (queries, dashboards, workflows) to replace spreadsheet-based tracking for the Smart Business Hub
- Discovered unclosed V1 release; proposed V1.X remediation plan and built project charter templates and formal PM documentation
- Coordinated cross-functional stakeholders across product, engineering, and business teams to align priorities and delivery milestones
- Established hybrid project management processes and practices in an environment with no prior formal PM methodology

Founder & CEO

Jan 2021 – Present

AROO Consulting LLC | Round Rock, TX (Remote)

- Architect and build production applications: NIDL for web (full-stack operational platform) and iOS (coaching support tools)
- Construct PMO processes, governance frameworks, and tooling for client organizations from intake through delivery
- Manage client projects and programs end to end, from scoping and staffing through delivery, reporting, and closeout
- Design brand systems, social media content, and WordPress websites for clients; customize Jira workflows and dashboards to fit team-specific delivery processes
- Deliver individualized coaching and 12 science-backed wellness modalities including NLP, hypnosis, sound therapy, and meditation
- Integrate AI tools to build, iterate, and ship production-quality applications, content, and operational workflows

Senior IT Project Manager (Level V)

Oct 2019 – Jan 2021

Boeing | Everett, WA (Remote)

- Created custom SharePoint sites, automated reporting, and notification workflows that transformed program visibility
- Supported migration of onsite delivery to fully remote operations through COVID-19 onset across distributed teams
- Coordinated cross-functional stakeholders across engineering, IT, and leadership to align delivery timelines and resolve blockers
- Established standardized reporting cadences and executive dashboards to improve transparency across program workstreams

Vice President of Operations

June 2018 – June 2019

TopDevz | Sacramento, CA (Remote)

- Designed, developed, and deployed PULSE, a proprietary operations platform tracking 400+ real-time data points across engagements
- Drove operational transformation from zero visibility to full portfolio management; established PMO, KPIs, and revenue forecasting
- Oversaw personnel and contractor assignments, portfolio management, and executive reporting during rapid growth phase
- Managed projects and programs end to end while standing up operational reporting processes and delivery standards from scratch
- Mentored, trained, and managed PMs, developers, and testers across concurrent engagements

Director of Project Management

March 2014 – June 2018

Surge | Bellevue, WA (Remote; promoted from Sr. IT PM)

- Stabilized escalated strategic clientele (Under Armour, Verizon, Marsh & McLennan), scaling portfolio from 20 to 200+ engagements
- Built the PM function: hired, trained, and mentored PMs; documented processes and delivery standards
- Customized FogBugz into a Scrum tool, later architected comprehensive Jira implementation with custom workflows and dashboards
- Built Excel/VBA tools for capacity planning and estimate-to-actual tracking across the portfolio

IT Program Manager

Aug 2002 – March 2014

Henry Schein – Dentrax | American Fork, UT (from Enrollment Specialist)

- Managed 9 distributed teams (3 US, 6 Ukraine) for Dentrax Ascend, Henry Schein's first cloud-based dental application
- Implemented Scrum across all teams as the company's sole CSM; produced burndowns, velocity charts, and executive reporting
- Self-taught VBA, Visual Studio, and SharePoint Designer to design, develop, test and deploy internal applications: COSMO (200+ users; merchant account and physical device tracking), JOOBLE (escalation tracking software), SupportSource (technical support content dashboard), MyTech (employee performance), and e-Packets (paper to electronic onboarding solutions for dental practices)
- Led 20–30 support technicians as Team Lead, consistently attracting talent from other departments through servant leadership

TECHNICAL SKILLS

PM & Delivery: Jira, Confluence, Azure Boards, MS Project, Adobe Workfront, FogBugz, SharePoint

Development: JavaScript, React, Node.js, VBA, Deluge (Zoho), HTML/CSS, WordPress, iOS (Swift), Visual Studio, MS Access

Design: Adobe Creative Suite, Figma, Audacity

AI & Automation: Claude, Claude Code, ChatGPT, Gemini, Grok, Fireflies, Otter, Sembly

Methodologies & Frameworks: Agile, Waterfall, Hybrid, Scrum, Kanban, XP, Crystal

APPLICATIONS DESIGNED & BUILT

NIDL for Web (React/Node.js) • **NIDL for iOS** (Swift/SwiftUI, Xcode) • **PULSE** (Zoho/Deluge) • **COSMO** (VBA) • **JOOBLE** (MS Access) • **SupportSource** (Visual Studio) • **MyTech** (VBA) • **e-Packets** (SharePoint/InfoPath)

CERTIFICATIONS

Project Management Professional (PMP; AT/AT/AT) • **Certified Scrum Master** (CSM) • **Certified Professional Coach** (CPC) • **Certified Hypnotist & Mindscaping Practitioner** • **Certified Neuro-Linguistic Programming** (NLP) Practitioner • **Registered Yoga Teacher** (RYT-200)

30+ certifications across business, technology, and wellness disciplines.

Full CV, project portfolio, and complete certifications list available at:

natelvcv.arooconsulting.com