

RYUHWA (STELLA) KIM

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Principal Technical Program Manager driving enterprise platform and GRC transformation programs across the U.S. and Korea, with a recent focus on Agentic AI systems and AI governance. Combines hands-on engineering depth — API design, ML integration, and full-stack architecture — with program leadership across regulated, mission-critical systems for Tier-1 financial institutions. Trusted by C-level executives to translate complex technical and regulatory requirements into scalable system designs and measurable business outcomes.

Key Skills

Agentic AI Systems & AI Governance | Enterprise Platform Architecture & Delivery | API Design & System Integration | GRC & Cybersecurity Platforms | ML Systems & Automation | AWS & Azure | Python, SQL, REST APIs | ServiceNow | Salesforce | Riskconnect | Portfolio & Program Governance | Full SDLC/PDLC | Executive Stakeholder Leadership

WORK EXPERIENCE

Cloudality, Inc

Principal Technical Program Manager

Nov 2025 – Present

- Shape enterprise Agentic AI system architecture, agent lifecycle controls, and AI governance frameworks across model risk, data privacy, and observability to support secure operationalization at scale
- Established a portfolio-level delivery and governance operating model across concurrent enterprise programs, cutting discovery cycle time by approximately 50% and accelerating cross-functional decision and approval cycles
- Rescued a 6-month stalled enterprise implementation by diagnosing root causes, realigning stakeholders, and driving the program to successful delivery
- Accelerated delivery of a multi-million-dollar enterprise program by 33% through rapid dependency resolution, blocker removal, and cross-functional realignment
- Drove go-live of enterprise billing, revenue, and operational systems — enabling automated quote-to-invoice workflows, improved inventory data accuracy, and systemized customer marketing data collection across client organizations
- Orchestrate 5+ concurrent enterprise programs across 20+ stakeholders, driving executive decision-making, portfolio-level risk management, and cross-functional dependency resolution

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Lead Technical Program Manager

Feb 2025 – Nov 2025

- Directed cross-functional architecture and launch of multi-tenant compliance platforms for global financial institutions, including Crédit Agricole and BlackRock, integrating ServiceNow, Salesforce Riskconnect, and custom modules under compressed regulatory deadlines
- Translated fragmented legal, regulatory, and business objectives into scalable technical roadmaps, improving delivery velocity by 30% through cross-functional alignment
- Led modular system integration across Compliance Risk Assessment (CRA), Risk Management, and Issue Management domains, improving traceability and real-time audit readiness across 5+ departments
- Diagnosed delays in risk reporting caused by manual NER workflows; implemented a REST API-based rules-driven parsing system, reducing turnaround time by 45% and eliminating manual bottlenecks
- Spearheaded unified GRC testing module rollout, consolidating fragmented audit and compliance workflows into an audit-ready, scalable platform adopted enterprise-wide
- Defined KPIs and milestone frameworks across business, compliance, and engineering teams, and codified program design and platform standardization practices now reused across multiple delivery tracks to strengthen regulatory resilience and reporting agility

CDS, Inc. (a U.S. Bank company)

Senior Technical Program Manager

May 2022 – Feb 2025

- Led large-scale platform initiatives between U.S. and Korean teams, aligning product, engineering, and data science across 30+ members
- Championed a platform-first delivery strategy and authored TPM governance playbooks – covering intake, grooming, and milestone validation – reducing delivery variance and driving execution consistency across programs
- Drove Agile transformation through Scrum and Kanban across departments, achieving 20% improvement in sprint throughput
- Built a data-backed customer feedback loop through A/B testing platforms and field interviews, increasing user retention by 25% through directly informed product updates
- Partnered closely with CFO, COO, and CTO to craft and deliver strategic platform roadmaps, translating technical outcomes into quantifiable business impact and influencing quarterly priorities and multi-region investment decisions

Technical Program Manager, Data Research and Development

May 2020 – May 2022

- Led web-dashboard platform design and implementation, managing API architecture, testing, and Dev/QA coordination for finance, retail, and F&B sector clients
- Created and integrated full-stack ML pipelines (classification and pattern recognition using scikit-learn, pandas) into CRM systems, enabling real-time segmentation and sales forecasting
- Built ML-based churn-prediction tools to segment at-risk users and trigger targeted re-engagement campaigns, addressing a 25%+ churn rate and driving 27% account recovery and a 39% increase in sales within two quarters
- Delivered modular product bundles for client-facing dashboards and exportable reports, with ongoing iterations based on Scrum-driven user feedback

Software Development Engineer

Mar 2017 – May 2020

- Designed and implemented ERP, e-commerce, Point of Sales, and analytics platforms using Python, Java, and C#, while facilitating Agile ceremonies, code reviews, and multi-region UATs to ensure product readiness
- Built reusable components (financial reports, custom dashboards) deployed across 1,000+ B2B clients, supporting SLA tracking and API-based integrations

CERTIFICATES

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| • Project Management Professional (PMP) | • Professional Scrum Master (PSM) | • Salesforce Certified Agentforce Specialist |
| • Certified Scrum Master (CSM) | • ServiceNow (CSA, ITSM, Security Incident Response) | • IBM Applied AI Specialization |

EDUCATIONS

- Master of Science in Electrical Engineering | University of Southern California | Los Angeles, CA, USA
- Bachelor of Science in IT Electronics & Electrical Engineering | Seoul National University of Science and Technology | Seoul, South Korea