

Steven Balalis

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Technical program manager / product manager who ships data platform and AI product programs - integration portfolios, pipeline reliability, and cross-functional delivery across engineering, analytics, and external partners.

EXPERIENCE

Transcarent - Technical Program Manager, Data Integrations

Sep 2025 - May 2026

Plymouth Meeting, PA | role ended in reorg

- Owned requirements, intake, and delivery roadmap for 20+ data integration programs; coordinated engineering, analytics, customer success, and 30+ external partners on scope, milestones, and handoffs.
- Triaged 15-20 production issues per week (pipeline failures, schema mismatches, delivery gaps); worked with data engineering on root cause and fix priority.
- Set OKRs and SLO/SLA targets for data quality and pipeline reliability across the integration portfolio.
- Built an observability dashboard with query filters for pipeline health, data flow status, and delivery performance; used in weekly reviews and leadership reporting.
- Contributed to Po Redshift-to-Databricks migration: requirements, phased delivery plan, dependency tracking.
- Co-led Team Operating Model workstream: intake standards, documentation structure, escalation paths.

Correlation One - Lead AWS Coding Instructor (Contract)

May 2025 - Sep 2025

Remote

- Taught AWS fundamentals (S3, IAM) in live virtual cohorts for enterprise and government programs; improved certification pass rates after joining mid-program.

Persevere Now - Program Manager, Data & Platform Operations

Nov 2022 - May 2025

Remote

- Owned product roadmap and delivery for a B2B SaaS platform; worked with engineering and vendors to increase platform capacity and enrollment.
- Scrum Product Owner for Jira backlog and sprint delivery against a multi-year roadmap.
- Ran A/B tests on onboarding flows; reduced user drop-off through iterative changes informed by usage data.
- Reported platform metrics to the CEO; wrote playbooks and SOPs for onboarding, integrations, and configuration.

Trenton Public School District - Technology Program Manager / Classroom Teacher

Sep 2019 - Nov 2022

Trenton, NJ

- Rolled out a district-wide digital platform across 30+ schools and 1,000+ staff; owned adoption goals, cross-functional coordination, and reporting to leadership.
- Led migration from legacy student information systems to PowerSchool; consolidated grading, attendance, and administrative data.
- Built usage dashboards for learner engagement; ran data-informed changes that improved platform adoption.

- Taught in the classroom concurrently with program management responsibilities.

NJ Dept. of the Treasury - Supervisor, Benefits Operations

Aug 2012 - Aug 2019

Trenton, NJ

- Supervised a team in a regulated financial environment; owned workload distribution, training, and performance management.
- Built reconciliation workflows and Excel/VBA automation that cut data resolution time roughly in half.

EDUCATION

MFA, Educational Technology - Thomas Edison State University (2022)

BFA - Rutgers University (2012)

CERTIFICATIONS

Professional Scrum Product Owner I (PSPO I) | Lean Six Sigma Black Belt | AWS Cloud Practitioner | Salesforce AI Associate | AWS Certified AI Practitioner (in progress)

SKILLS

Program delivery: Jira, Confluence, user stories, acceptance criteria, OKRs, intake process design, cross-team escalation

Data & platform: SQL, Python, data pipelines, schema mapping, API integrations, data quality monitoring, AWS, Redshift, Databricks

Tools: Retool, Lucidchart, GitHub, Salesforce, Zendesk