

JOSEPH ALEXANDER BERNAL

Senior Technical Program Manager

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TECHNICAL SKILLS

Program Management: Agile, Scrum, SDLC, Risk Management, Stakeholder Management, Cross-functional Team Leadership, Dependency Management, Change Management

Cloud & Infrastructure: AWS (Cloud Admin, Primary Support), Azure Cloud, Azure CI/CD Pipelines, Azure DevOps, Hybrid Cloud Architecture

Tools & Platforms: Jira, Confluence, Wrike, Git, Snyk, Orca Security Scanner, ServiceNow

Technical: SQL, Active Directory, Identity & Access Management, API Integration, Enterprise SaaS, Security Scanning & Vulnerability Management

Domains: Regulated Environments (Healthcare/HIPAA, Gaming), Security & Compliance, Platform Development, Distributed Operations

PROFESSIONAL EXPERIENCE

CARNIVAL CORPORATION | Miami, FL

Senior Technical Program Manager | June 2022 – Present

Lead technical program delivery across distributed operations spanning 100+ ships and 6 cruise brands, coordinating cross-functional teams to deliver complex technical initiatives in a highly regulated environment with zero tolerance for downtime.

Program Rescue & Delivery

- Rescued 10-year stalled certification portal by introducing modern practices and coordinating distributed technical teams; shipped 3 major releases, introduced security scanning (Snyk, Orca), Azure test automation, and improved team efficiency from 6 to 2 developers through process optimization
- Drive portfolio of 50+ concurrent technical initiatives across engineering, compliance, security, and operations stakeholders—manage dependencies, coordinate delivery, and maintain alignment across distributed global teams
- Orchestrated remediation of 5 stalled projects by replacing failing vendor delivery models with new architectural frameworks; reduced project kickoff time by 40% through standardized templates and deployment frameworks

Technical Leadership & Security

- Established proactive security program using Snyk and Orca — Casino maintained 9 high-severity vulnerabilities vs. 100–300+ typical across other operating units, with 8 caught pre-production and zero unaddressed production risk; recognized by enterprise security leadership as best-in-class
- Rebuilt legacy casino certification platform from the ground up on AWS, Docker, and RDS — coordinated architecture decisions, security reviews, penetration testing, and production deployment across global fleet
- Lead technical architecture decisions for customer-facing systems including authentication strategy, security implementations, and attack surface reduction (mini-PC kiosk mode deployment became organizational standard)
- Introduced Azure CI/CD pipelines establishing new organizational standards for secure software delivery across the fleet
- Coordinate pen test remediation and vulnerability management across development lifecycle, working with security and DevOps teams to implement fixes and track resolution

Cross-Functional Program Management

- Own product roadmap and stakeholder coordination for casino voucher marketing platform managing ~1M active vouchers across 6 cruise brands, driving targeted customer acquisition for high-value gaming clientele
- Coordinated multi-party RFID deployment for new build ship — managed vendor coordination across Las Vegas, UAT environment in Fort Lauderdale, and drydock installation in Italy
- Conduct daily standups with development teams to make collaborative technical decisions, assess feasibility, prioritize work, and unblock execution
- Drive alignment across engineering, compliance, legal, security, and business stakeholders in complex regulatory environment

Operational Excellence

- Build scalable PMO delivery frameworks—author standardized templates, architectural decision records, and deployment processes that enable consistent delivery

- Establish and track program milestones, communicate risks and status to senior leadership through regular business reviews
- Operate autonomously to identify blockers, resolve dependencies, and drive execution in ambiguous, high-pressure situations

LAKEVIEW | Remote

Senior Technical Program Manager, Cloud Platform | April 2021 – May 2022

SME & Application Trainer (Part-time/Advisory) | May 2022 – May 2023

- Led cloud migration of QRM financial modeling platform to AWS and Azure, owning infrastructure architecture, stakeholder alignment, and enterprise-wide adoption as Technical Team Lead
- Served as Cloud SME for Data organization — independently assessed and improved Azure security posture from critical risk to industry best practice in 6 months by leveraging Azure Policy and built-in security recommendations to identify gaps and coordinate remediation across the team
- Spearheaded Azure adoption enterprise-wide—coordinated feature deployments, architected secure environments, and served as liaison between IT, Microsoft, and business units
- Established program management frameworks using Azure DevOps—authored Epics, Features, and User Stories to enable clarity across technical and non-technical teams
- Retained post-engagement as SME and trainer for QRM application, supporting onboarding, knowledge transfer, and application continuity

TRACFONE WIRELESS | Miami, FL

Senior Data Analyst, Subscriber Services | March 2020 – April 2021

- Managed database operations using SQL—supported financial and subscription services with query optimization and data validation
- Designed and administered JIRA Kanban boards—trained personnel and instilled agile delivery practices across teams

AVMED | Miami, FL

Business Analyst, Metrics & Reporting | June 2019 – February 2020

- Extracted insights from Enterprise Data Warehouse using SQL and XML—analyzed claims performance, SLA adherence, and operational trends
- Built and scaled reporting team under HIPAA compliance—identified gaps, hired talent, and mentored analysts for audit prep and executive reporting

EARLIER CAREER: IT OPERATIONS & INFRASTRUCTURE

Private Equity Fund | IT Business & Systems Administrator | 2017–2019

- Served as primary AWS cloud admin and support—managed cloud infrastructure, access controls, and environment stability for fund operations across US and European portfolio companies
- Administered Azure hybrid infrastructure, Active Directory, and ServiceNow platform; managed security incidents and supported shore-side IT operations

Miami Children's Health System | IT Operations | 2015–2017

Interval International | Service Management | 2014–2015

Royal Caribbean Cruises | IT Service Delivery | 2012–2014

Progressed through IT service delivery and infrastructure roles—led Tier 1 support teams, handled security incidents, and supported IT operations across cruise terminals serving 2,500+ global users. Direct cruise industry competitor experience.

EDUCATION & CERTIFICATIONS

Bachelor of Arts | Florida International University

Certified associate in project management (CAPM) • ITIL Certified

AWS Solutions Architect – In Progress