

Stephen Bushi

Enterprise Technology & Product Leader | Platforms · Transformation · Data · AI

New York, NY | Bushi.Stephen@gmail.com | linkedin.com/in/stephenbushi

PROFESSIONAL SUMMARY

Enterprise technology, product, and transformation leader with experience building and modernizing high-trust platforms across banking, capital markets, and nationwide telecommunications. Combines product ownership, technical program leadership, platform operations, data and API architecture, AI enablement, identity, infrastructure, and human-centered workflow design. Trusted by senior leaders to turn ambiguous needs into clear strategies, roadmaps, launches, operating models, and durable outcomes.

CORE LEADERSHIP PROFILE

Product direction: strategy, roadmaps, discovery, requirements, prioritization, backlogs, delivery, lifecycle, adoption, and value realization.
Enterprise platforms: collaboration, workflow, identity, information management, service operations, analytics, and digital workplace experiences.

Technical delivery: APIs, data models, automation, cloud-native services, observability, networking, resilience, release readiness, and support.

Leadership: executive narratives, global programs, matrix influence, vendor governance, change communication, training, and knowledge transfer.

PROFESSIONAL EXPERIENCE

Vice President - Corporate Application Services | 11/2022 - Present

Mizuho Americas | New York, NY

Own an enterprise application portfolio and modernization agenda supporting globally distributed banking stakeholders.

- Serve as a senior technology partner, translating complex business, operating, and risk considerations into product direction, investment choices, and accountable delivery.
- Lead global launches and modernization initiatives with regional partners, architecture, engineering, operations, service teams, and external providers.
- Establish clear platform governance across ownership, roadmaps, lifecycle, access, documentation, support, incident paths, resilience, and operational readiness.
- Shape information, identity, workflow, collaboration, and reporting capabilities into cohesive experiences rather than disconnected tools.
- Build data products and decision-support reporting that improve transparency, exception handling, service quality, and executive understanding.
- Productize workflow automation, approvals, evidence collection, triage, escalation, and reporting to make service delivery more dependable.
- Guide responsible AI adoption through practical use-case intake, testing, enablement, human review, privacy, security, and output-quality guardrails.
- Manage supplier performance, roadmaps, delivery risks, incidents, commercial tradeoffs, and executive escalations with a focus on long-term value.

SELECTED STRENGTHS

Platform stewardship: Connect strategy, architecture, delivery, service management, and user experience across the full lifecycle.

Translation: Make technical tradeoffs legible to leaders and business needs actionable for engineers and operators.

Operating discipline: Pair product ambition with ownership, documentation, readiness, resilience, and measurable learning.

PROFESSIONAL EXPERIENCE - CONTINUED

Senior Systems Engineer - Product Owner & Scrum Master | 06/2015 - 01/2021

AT&T | Bedminster, NJ

Owned product roadmaps, automation, observability, cloud-native delivery, infrastructure integration, and operational readiness across ECOMP/ONAP and the nationwide core network.

- Owned roadmaps across Change, Fault, and Technology Insertion, converting user, engineering, architecture, operations, security, and business needs into releases and adoption plans.
- Led discovery, refinement, sprint planning, dependency management, design reviews, testing, release readiness, operational handoff, and continuous improvement across matrixed teams.
- Delivered closed-loop network automation by joining topology and inventory context with event telemetry, workflow orchestration, outcome verification, and exception handling.
- Defined developer-facing platform surfaces across APIs, service models, event schemas, interface contracts, data quality, error handling, observability, versioning, and documentation.
- Advanced containerized services and cloud-native delivery through production checks for configuration, dependencies, security, resilience, recovery, and support.
- Built ELK and Splunk observability with analytical models for platform health, fault trends, release validation, root cause, capacity, and operational decision support.
- Evolved ServiceNow workflows and CMDB structures to improve ownership, data integrity, traceability, support readiness, and the operator experience.
- Led backbone, authentication, 5G, and FirstNet initiatives through target design, dependency mapping, phased cutover, validation, stabilization, and cross-team accountability.

Programmer Analyst | 06/2013 - 01/2014

Wizcom Corporate | Princeton Junction, NJ

Delivered capital-markets workflow, data integration, reporting, automation, and validation solutions across trading and post-trade environments.

- Mapped front-to-back institutional trading workflows and coordinated requirements, integrations, testing, issue resolution, and production readiness.
- Converted market and reporting obligations into system rules, data mappings, validation logic, functional specifications, test scenarios, and controlled releases.
- Partnered with banking stakeholders to analyze transaction and reference data, resolve application issues, and explain functional and technical tradeoffs.
- Automated data and reporting workflows through advanced Excel, Visual Basic, and SharePoint, improving consistency, documentation, collaboration, and management visibility.

Freelance Photographer | 2009 - Present

Independent | New York / New Jersey

Create portrait, event, landscape, and documentary work for organizations, communities, families, and personal practice.

- Translate a client brief or lived moment into a visual plan grounded in setting, light, timing, and human connection.
- Manage assignments from preparation and on-location capture through selection, color work, editing, and final delivery.
- Apply the same observational discipline to videography, community documentation, and self-directed creative projects.

TECHNOLOGY AND DOMAIN INVENTORY

Product and Program: Technical product management, technical program management, product ownership, portfolio strategy, roadmaps, discovery, process mapping, requirements, PRDs, BRDs, user stories, acceptance criteria, backlogs, MVPs, UAT, release planning, adoption, KPIs, Agile, Scrum, Kanban, Waterfall, Jira, and Confluence.

AI, Data, and Analytics: Generative AI and Copilot enablement, responsible AI practices, human review, output evaluation, data products, APIs, data modeling, mappings, metadata, validation, quality, lineage, reconciliation, SQL concepts, Power BI, ELK, Splunk, dashboards, and executive reporting.

Enterprise Platforms: Microsoft 365, Teams, Exchange, ServiceNow, Workday, SailPoint, Entra ID, SharePoint, Intune, collaboration services, identity governance, information management, service workflows, portals, and digital workplace experiences.

Identity and Access: SCIM, SSO, SAML, MFA, RBAC, birthright access, joiner-mover-leaver processes, groups, entitlements, certifications, application onboarding, provisioning, deprovisioning, and authentication management.

Cloud, Infrastructure, and Reliability: AWS fundamentals, Azure ecosystem, Docker, Kubernetes, ECOMP/ONAP, A&AI, DCAE, Citrix, VMware, KVM, networking, 5G, FirstNet, CI/CD, observability, service health, incident and change management, continuity, recovery, and production support.

Workflow and Experience: ServiceNow ITSM, service catalog, CMDB, automation, approvals, alerts, reporting, request fulfillment, knowledge management, runbooks, support models, HTML, CSS, JavaScript, TypeScript, React familiarity, Visual Basic, and advanced Excel.

Financial Services: Institutional banking and capital markets, investment banking, equities, fixed income, municipal and corporate bonds, derivatives, front-, middle-, and back-office processes, trade execution, transaction reporting, clearing, settlement, custody, reconciliation, and funding.

Communication and Change: Executive presentations, architecture reviews, business and technical writing, demonstrations, training, change communications, incident updates, vendor discussions, implementation guides, knowledge transfer, and technical translation for non-technical audiences.

EDUCATION AND DEVELOPMENT

University of Maryland | Bachelor of Science, Management Information Systems | 2015

Georgia Institute of Technology | Graduate coursework toward Master of Science, Computer Science

AWS Certified Cloud Practitioner

Additional training: SAFe Agile, Six Sigma, software-defined networking, IP fundamentals, and advanced Excel.

LEADERSHIP AND COMMUNITY

- Directed and coached an offshore service team across priorities, incident investigation, documentation, service quality, knowledge transfer, escalation, and continuous improvement without formal reporting authority.
- Served as Vice President of Communications for AT&T's OXYGen employee resource group, supporting member communications and engagement.
- Received the Presidential Volunteer Service Award for sustained community service.
- Supported international and local service efforts focused on families, children, people experiencing homelessness, food access, mentoring, and neighborhood stewardship.
- Taught hands-on Arduino fundamentals through Aspire Mentoring and supported recurring corporate and community volunteer events.