



Ken Penny

Product Owner - Enterprise Technology Platforms

Houston, TX

Open to opportunities

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PROFILE

Product Owner and product management professional with expertise in partnering with business stakeholders, product teams, and engineering organizations to deliver enterprise software, SaaS, and technology solutions supporting business-critical systems. Skilled at eliciting and documenting business requirements as user stories, building and grooming product backlogs, and maintaining product roadmaps in partnership with business owners. Recognized for strong communication, active listening, and the ability to bridge the gap between business and technical teams, along with building business cases backed by quantifiable data to justify budget and resource decisions. Experienced in Agile/Scrum and hybrid delivery, backlog prioritization, vendor and contract management, and cross-functional collaboration to ensure solutions meet both operational needs and business objectives.

CORE STRENGTHS

Product Backlog Management Roadmap Planning User Story Documentation Agile/Scrum & Waterfall/Hybrid Methodologies

Business Case & Budget Development Enterprise SaaS Platform Delivery Business-Critical Systems Support

Cross-Functional Stakeholder Partnership Vendor & Contract Management Requirements Gathering & Technical Translation

Executive Communication & Presentation

TECHNOLOGY

Microsoft 365 Suite Microsoft Project Atlassian Jira & Confluence SAP SuccessFactors LMS Salesforce

AI tools for productivity and workflow management

EXPERIENCE

Product Manager, Service Delivery and Digital Strategy Consulting (Remote)

Feb 2016 — Feb 2026

Sabre GBL Inc - Southlake, TX

- Served as service delivery product owner for an enterprise SaaS operating platform supporting business-critical reservation and distribution systems, coordinating a global cross-functional team through requirements gathering, stakeholder communications, and SLA compliance while maintaining 95%+ customer satisfaction ratings
- Managed complex multi-year implementation programs worth \$5M+, working with distributed teams of developers, QA engineers, infrastructure specialists, and business analysts across multiple time zones to deliver solutions on schedule and within budget

- Partnered with business stakeholders to understand operational needs and challenges, groom product backlog and roadmap priorities, and translate requirements into user stories and specifications for engineering teams
- Established comprehensive service delivery framework aligned with ITIL best practices including SLA definitions, KPI dashboards, incident management processes, and performance metrics, reducing average incident resolution time by 35% and improving service availability to 99.8%
- Managed internal and external product training programs on Sabre product features using SAP SuccessFactors Learning Management System (LMS), delivering training to both company employees and Sabre customers
- Utilized Atlassian Jira and Microsoft Project to manage project progress, generate reports on team performance and delivery metrics, track incident tickets through resolution, and maintain visibility across multiple workstreams for distributed global teams
- Implemented change management and release management processes to ensure smooth service transitions, conducting root cause analysis on service disruptions and driving continuous service improvement initiatives that reduced recurring incidents
- Built business cases backed by quantifiable data analysis (Tableau, MySQL) to justify and secure funding for product and pricing enhancements, driving a 15-20% improvement in ancillary revenue through improved offerings and customer experience

EDUCATION

Master of Business Administration (MBA)

Rice University

Bachelor of Engineering, Electrical Engineering

Vanderbilt University