

Christopher Mospaw, CSPO, CSM

Technical Program Management | Program Leadership

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Professional Summary

Technical program management leader with a software engineering and architecture background spanning more than 20 years. Leads cross-functional SaaS delivery, aligns engineering and product priorities. Improved Agile processes.

Advanced release cadence from months to weeks at SnowCloud and recovered more than 30 team hours per week at GoDaddy/Pagely through Scrum process improvements. Experienced in executive communication, roadmap planning, and dependency management.

Core Skills

Technical Program Management • Cross-Functional Leadership • Agile / Scrum • SaaS Delivery • Roadmap Planning • Dependency Management • Stakeholder Management • Release Management • Backlog Prioritization • Product Ownership • PMO Documentation • Process Improvement • Agile Coaching

Professional Experience

Director of Program Management

SnowCloud | Mar 2025 – Sep 2026 | Remote

- Improved software release cadence from months between releases to weeks by organizing the backlog and streamlining development and QA workflows.
- Reported to the company President and coordinated day-to-day delivery across five developers and six QA team members, aligning priorities and schedules with product and executive stakeholders.
- Led backlog prioritization, roadmap planning, and delivery tracking in ClickUp. Surfaced untracked work and encouraged consistent tracking to strengthen planning visibility and accountability.
- Established Definition of Done, Ready-to-Work criteria, backlog refinement, and retrospectives; eliminated redundant processes and meetings to free engineering and QA time.
- Coordinated development of SaaS enhancements, including Concierge Mode and advanced payment processing. Tracked progress and produced comprehensive release notes.
- Coached colleagues in Agile practices and ClickUp usage, used AI-assisted tools to draft documentation and automate repeatable program management workflows.

Technical Program Manager IV

GoDaddy | Mar 2022 – Apr 2024 | Remote | Promoted from Sr Technical Project Manager III & Scrum Master

- Managed two major programs across five cross-functional teams, planning SaaS product portfolios and balancing work against leadership-defined objectives and key results (OKRs).
- Established a dependency management system to track work within the division and across external teams, improving visibility into interdependent delivery commitments.
- Facilitated engineering trade-off discussions and analyzed throughput to identify bottlenecks and drive improvements to engineering and Scrum processes.
- Led a PMO documentation initiative to create and update program plans and overviews, supporting shared understanding of program scope and execution.

Senior Technical Project Manager III & Scrum Master

GoDaddy / Pagely | Oct 2021 – Mar 2022 | Remote

- Recovered more than 30 hours per week across teams by restructuring meetings and modernizing Scrum practices with stakeholders, management, and developers.
- Managed the life cycles of five ongoing SaaS projects, prioritizing initiatives with executive stakeholders based on customer impact, revenue, cost, and risk.
- Introduced joint retrospectives to improve cross-team communication; developed user stories and coordinated PHP, Laravel, and WordPress delivery.

Product Owner

Wowza Media Systems | Apr 2019 – Oct 2021 | Golden, CO / Hybrid | Promoted from Web Technologist

- Served as the company's first product owner, coordinating two independent teams and consolidating a large backlog into prioritized work aligned with customer needs.
- Wrote user stories and refined the backlog while strengthening communication between stakeholders and developers to support prioritization and execution.
- Extended an Agile communication framework from initial planning through release, improving development coordination and visibility into project status.

Web Technologist & Senior Developer

Wowza Media Systems | Jan 2016 – Apr 2019 | Golden, CO / Hybrid

- Led developers on major PHP and Laravel projects, delivering customer-facing store features and internal tools that saved time for the sales team.
- Introduced an Agile workflow across three related projects where no organized workflow existed, improving development cycle times.

Senior Lead Developer

Crowd Favorite | May 2012 – Dec 2015 | Denver, CO

- Led back-end development and architecture for large WordPress sites and PHP plugins, translating stakeholder and client needs into solutions aligned with project scope.
- Onboarded and trained junior and mid-level developers. Established and enforced coding standards and development best practices.

Senior Software Architect & QA Manager

CPAlead / MONETIZEdigital | Nov 2009 – May 2012 | Las Vegas, NV

- Developed automated PHP test suites covering site functionality, pages, and services, including validation of failure notifications.
- Improved delivery processes and clarified priorities with teams and stakeholders; introduced coding standards and developer guides that improved code robustness and development speed.

Tools and Technical Foundation

ClickUp, Jira, Confluence, GitHub, Git, Google Workspace, Slack. AI-assisted documentation and workflow automation. Software architecture, CI/CD, user acceptance testing, RESTful services, PHP, Laravel, MySQL, WordPress, HTML, CSS, JSON, MVC, and database design.

Certifications and Education

- Certified ScrumMaster (CSM), Scrum Alliance | Current
- Certified Scrum Product Owner (CSPO), Scrum Alliance | Current
- State University of New York at Buffalo — Coursework in computer science, programming, computer animation, and graphic arts.

