

Farhan Khan, MBA, MSc, PMP

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PROFESSIONAL SUMMARY

Experienced Program Manager with 12+ years leading cross-functional teams to deliver complex, regulated, and customer-facing programs across energy, healthcare, and infrastructure sectors. Proven success managing multimillion-dollar commercial launches—from EV infrastructure and predictive ML SaaS platform for EV charger maintenance to hydrogen energy systems and a USDA-funded telehealth diagnostics kit—while ensuring compliance, stakeholder alignment, and on-time execution. Led two NSF Innovation Corps programs, including one for a GenAI-powered agent network and another for rural health tech, developing early go-to-market strategies in regulated environments. Skilled in client engagement, phase-gate governance, and executive reporting, with deep hands-on experience using Smartsheet, Microsoft Project, and Agile tools to support program planning, risk management, and commercial readiness. Holds an MSc in Engineering Management with a focus on data analytics and real-world AI applications.

PROFESSIONAL EXPERIENCE

Program Manager | Plug Power Inc. | January 2022 – Current

- Led commercial execution for a \$50M portfolio of customer-facing hydrogen programs in a highly regulated industry, driving cross-functional delivery from concept through launch in alignment with product, sales, and commercial organizations.
- Built and implemented a BU-wide phase-gate process in Smartsheets to improve traceability, accelerate kickoff cycles by 50%, and provide executive-level visibility into program milestones, risks, and prioritization decisions.
- Owned vendor and integrator management, including drafting statements of work, negotiating contracts, and overseeing vendor performance to ensure on-time delivery and budget adherence across complex hardware-software initiatives.
- Created Smartsheet-based dashboards and KPI frameworks to track commercial readiness, surface resource risks, change management, and support data-driven trade-off decisions in weekly executive updates and steering committee reviews.
- Mentored Associate PMs and led cross-functional teams, fostering stronger backlog hygiene, cross-team collaboration, and a culture of accountability in Agile execution environments.
- Delivered successful commercial launches for multiple 0-to-1 hydrogen infrastructure products, working hand-in-hand with product and design teams to align user needs with delivery timelines and compliance requirements.
- Developed and deployed a GenAI-powered RAG agent to map product knowledge and internal decision trees—cutting onboarding time and improving cross-functional decision-making speed by enhancing internal product transparency.

Project Manager | Siemens Smart Infrastructure | August 2019 – December 2021

- Led cross-functional project execution for commercial EV infrastructure programs, managing delivery from design through deployment for high-profile clients like Amazon—balancing customer needs, compliance, and schedule constraints.
- Delivered customer-facing product launches in a highly regulated environment, ensuring adherence to NEC, ISO, and U.S. utility standards through rigorous approvals, stakeholder reviews, and technical compliance leadership.
- Managed external vendor relationships, negotiated performance timelines, and coordinated procurement to ensure alignment with commercial milestones and scalable delivery targets.
- Built project plans and dashboards using Microsoft Project and Planner, applying data-driven decision frameworks to track performance, surface risks, manage scope change, and present weekly updates to senior and executive stakeholders.
- Co-developed the U.S. EV charging product roadmap in partnership with Product Managers, aligning cross-functional teams on go-to-market requirements, manufacturability, cloud-enabled diagnostics, and regulatory readiness for national rollout.

Project Director | AMK Technologies | February 2019 – Current

- Directed the end-to-end development of a USDA-funded remote medical examination kit, managing cross-functional teams across hardware, software, and clinical stakeholders to meet regulatory, usability, and delivery milestones.
- Led deployment of multiple telehealth clinics throughout Ohio, overseeing program planning, execution, and escalation management to ensure on-time, compliant installation of remote diagnostic systems in underserved communities.
- Defined program vision and roadmap for health-related technologies, integrating feedback from medical professionals and aligning product delivery with healthcare compliance standards and user needs.

Project Engineer | Siemens Energy | August 2017 – July 2019

- Delivered the full fluid system scope for a large gas turbine project under budget, applying rigorous system modeling and vendor coordination to reduce costs by 5%.
- Managed vendor relationships and performance across multiple component suppliers, ensuring technical alignment and timely fulfillment in a fast-paced, regulated environment.
- Championed a business-wide digital transformation by deploying advanced engineering tools and standardizing documentation processes, improving data visibility and execution speed.

- Used Siemens' IDEA framework to drive data-informed change management, supporting faster decisions, risk mitigation, and stronger stakeholder alignment.
- Developed specifications for 30+ components, enabling seamless handoffs between engineering, manufacturing, and procurement teams.

Manufacturing Engineer, MRP Controller & LEAN Specialist | Siemens Energy | February 2013 – July 2017

- Led cross-functional process improvement initiatives across engineering, procurement, and operations to resolve bottlenecks, using structured root cause analysis and workflow audits to design targeted, scalable solutions.
- Applied value stream mapping and LEAN methodologies to reduce waste and optimize throughput—achieving 40%–60% cycle time reductions and eliminating defects in key workflows.
- Piloted and institutionalized change initiatives through iterative feedback loops, standard work documentation, and team training—reinforcing a culture of continuous improvement and measurable impact.
- Led the digital transformation of procurement and material planning workflows, introducing system integrations and automated triggers that boosted part delivery speed by 50% and saved \$1M in operational costs.
- Tracked and reported weekly/monthly KPIs using dashboards and visual management tools to drive alignment, accountability, and proactive course correction.
- Digitized and refined work instructions, routing documents, and operational protocols—enhancing execution consistency and enabling scalable knowledge transfer across teams.
- Developed a contingency planning framework to forecast material underuse and overuse, improving inventory accuracy and supporting data-driven decision-making.

Office Manager | Ballantyne Family Medicine | January 2012 – January 2013

- Managed cross-functional clinic operations and vendor relationships in a regulated healthcare environment, overseeing EHR implementation and service delivery across clinical and administrative teams.
- Developed data-driven escalation frameworks for patient billing, improving resolution speed and aligning decisions across insurance, front desk, and clinical staff.
- Streamlined daily workflows by redesigning front- and back-office procedures, reducing downtime by 25% and increasing operational clarity and accountability.

EDUCATION

Masters of Business Administration | Fayetteville State University

- Applied data analytics techniques using SAS tools to inform decision-making across business functions, enhancing insights in operations, finance, and strategic planning.
- Developed a machine learning model to predict road repair needs using real-world traffic data, integrating cost models to prioritize repairs based on vehicle weight, traffic volume, and projected impact.
- Strengthened business acumen through deep engagement with financial modeling and investment strategy, interpreting balance sheets, income statements, and evaluating data-driven tradeoffs to maximize returns.

Master of Science in Engineering Management | University of North Carolina, Charlotte

- Specialized in business intelligence and data analytics, applying techniques such as data exploration, cleaning, and the Analytical Hierarchy Process (AHP) to support informed, data-driven decisions in engineering and management contexts.
- Conducted in-depth research on Combined Cycle Power Plant (CCPP) performance, developing a thermodynamics-based artificial neural network to model power output based on ambient environmental conditions.

Bachelor of Science in Electrical Engineering | The Ohio State University

- Built practical skills in programming (C/C++, Java, Python, Matlab) and core engineering disciplines such as signal processing, control systems, embedded systems, and circuit design through hands-on lab work.
- Gained early exposure to machine learning and neural networks, building a foundation in intelligent systems and data-driven modeling.
- Designed algorithms to convert raw MRI data into medical images, deepening expertise in imaging technologies and human-machine interfaces.

PROJECTS

- Developed RAG agent to accelerate decision-making and improve cross-functional product alignment.
- Launched predictive ML SaaS platform for EV charger maintenance with real-time diagnostics and uptime insights.
- Built neural network model to forecast power output of combined cycle gas turbines based on environmental inputs.
- Developed Lean Canvas model for wireless medical exam kit through NSF Innovation Corps (I-Corps™) program
- Led development of USDA-funded wireless telehealth diagnostics kit for remote patient care in underserved areas.