

Results-driven technical leader with 25+ years of experience optimizing performance and engineering velocity at companies like Microsoft, Facebook, Stripe, Atlassian, Benchling, combining deep technical expertise with strategic influence to solve complex, high-impact engineering challenges across developer tools, fintech, social media, biotech, and healthcare domains.

**Head of Technical Program Management, Atlassian** (May 2024 – Present)

Domain: Productivity Tools

- Leading Product Performance (latency) & Tooling at Atlassian, 44-60% improvements across 3 products - Jira, Confluence, ITSM in one year
- Building tools to reduce/prevent regressions & time to mitigate. Reduced time to root cause from 6 days to 2, prevented 189 critical regressions
- Leading the first successful adoption of experimentation platform in the company to prevent performance regressions, validate wins, streamlined complexity for developers

**Head of Program Management, Benchling** (Dec 2022 – April 2024)

Domain: Biotech SaaS

- Reported to the CTO, managed a small team of program managers and TPM
- Partnered with the co-founder on company initiatives like GxP Success, revamping tools to GxP Risk assessment earlier in the cycle
- Analyzed Observability & Performance gaps to recommend opportunities
- Improved engineering posture across multiple axes through TechOps for Security, Incident Management and Customer feedback loop
- Optimized operational processes, reducing planning time by 50% (from 4 weeks to 2) and implementing efficient quality initiatives, resulting in a 46% increase in team satisfaction
- Assessed vendors to introduce DORA metrics to measure posture & opportunities to improve developer productivity

**Community Member, South Park Commons** (Aug 2022 – Dec 2022)

**Head of Program Management, Payments Platform, Stripe** (Jul 2020 – May 2022)

Domain: Fintech platform, Global Payments

- Hired and grew talent in IC and manager roles to deliver on top company initiatives; built & managed a team of 26 technical program managers who supported 400+ engineers on the Payments Platform team
- Transformed engineering planning & execution process for better cross-org collaboration and stakeholder visibility, drove quarterly planning for platform and external stakeholders, identified cross-org technical dependencies and better alignment on mismatched goals between US and global teams
- Provided strategic inputs on engineering investments based on top company priorities, built support for enhancing platform features for global expansion and drove core fundamentals of functional quality, reliability, security across platform teams

**Group Technical Program Manager, Facebook** (Jul 2014 - Jun 2020)

Domain: Social media/consumer apps

- Led client performance program reducing Facebook app start time by 83% on Android (30s to <5s) and 64% on iOS (11s to <4s); built PRE teams for Messenger, Instagram, and FB Lite
- Drove company-wide performance efforts across engineering and product leadership, aligning stakeholders on trade-offs and communicating progress to audiences from engineers to CEO
- Envisioned performance analysis solutions enabling product improvements and compiler optimizations that significantly increased top-line metrics across Facebook family of apps
- Powered hundreds of metrics through shared telemetry systems and tools, built these in-house
- Drove cultural change to prioritize Product Performance across the company, partnering with the leadership team
- Grew the TPM and Engineering teams for Developer Infrastructure organization at IC & leadership levels
- Recognized the need and defined the TPM org strategy for future engineering growth for Facebook-London office; negotiated a cross-org engineering strategy in London for a team, using 5 fewer engineering resources

**Director of Program Management, Caradigm LLC** (Jun 2012 - Jun 2014)

Healthcare Platform & Apps domain

- Spearheaded the engineering infrastructure effort when the joint venture between Microsoft + GE healthcare platform was formed
- Drove ISO certification and FDA audit, influencing a change in the FDA audit process for healthcare applications
- Headed a team of program managers who supported 200+ engineers for Caradigm's platform & application releases
- Led regulatory certification efforts for company to operate in US, China, Canada

**Engineering Manager /Senior Program Manager, Microsoft** (Aug 1997 - May 2012)

Domain: Developer Tools & .Net Framework

- Led large-scale programs for .NET Framework; worked across Windows, SQL Server, Azure, Xbox and 4-5 Fortune 500 companies
- PM - Drove multiple Common Language Runtime releases
- Eng Mgr - Build & Test automation for Visual Studio.Net development; managed a team of 8 engineers and 26 engineering contractors
- Engineered Visual Studio features for editor, IDE performance and a programmable extensibility model
- Co-architect on a company-wide UI test automation framework bringing consistency across major products at Microsoft standardizing functional, localizability, localization, and accessibility testing of end-to-end user experiences