

# SREERAJ MENON

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## Principal Technical Program Manager | Career Summary

Innovative agile program manager with 16 years of success in delivering large scale programs across teams of 15K+ size organizations including Amazon Alexa's operational excellence, Amazon Store's strategic initiatives, and T-Mobile's enterprise release management programs. Strong technical experience delivering operational excellence initiatives in availability, resiliency, cost optimization and infrastructure (both cloud and hybrid) projects.

### Skills

**OPERATIONAL EXCELLENCE:** Deep knowledge of Availability, Resiliency, Release and Support Methodologies and Infrastructure Efficiency, both for Cloud and Devices Operations.

**COMPLEX LARGE-SCALE PROGRAMS:** Strong organizational skills with managing executive visibility, complex strategic, cross-functional programs within highly available, high-traffic internet (500 million Echo devices) and mobile services (100 million monthly active users), apps and websites.

**PROCESS IMPROVEMENTS:** Passionate about building automated solutions (including AIs, Excel Pivots, APIs) wherever there are redundant manual and inefficient processes. This is by data-driven (KPIs) mechanisms and building relationships to influence and motivate others to adopt new technologies and new process improvements (evangelize).

**RISK & STAKEHOLDER MANAGEMENT:** Proven track record in identifying gaps, escalating risks, and communicating mitigation strategies to executive level leadership in a collaborative and timely manner.

**CONSTANT LEARNER:** Passionate about technology, growing career via curiosity. Completed NVIDIA's AI Infrastructure and Operations Certification recently. [Other Certifications](#)

## Experiences

### Principal Technical Program Manager | Amazon | Seattle, WA | Aug 2019 – Present Amazon Stores (eCommerce) Foundations, Amazon Alexa Cloud and Devices Orgs

Responsible for Operational Excellence Charter, delivering customer roadmaps for both Amazon Stores and Alexa. Bolstered continuous process improvement, utilizing both business and operational metrics, streamlining the interfaces between the development teams, stakeholders and senior leadership, by fostering a culture of accountability.

- **Strategic Initiatives:** Delivered yearly roadmap of 40+ VP-level goals for enterprise Amazon mobile store app and Amazon.com for 300 million shoppers, 90% on time and budget performance.
- **Alexa's Availability:** Improved 55% year over year by implementing robust error correction and User Perceived Fatal reduction (terminal crashes, friction, customer impacting defects).
- **Infrastructure & Operations:** Optimized operational SLA compliance improvement from 13% to 69% via prevention of repeat of High Severity Incidents (HSEs), reduction of fatals (outages) via new APIs to instrument, radiate devices and cloud infrastructure metrics including AI / GPUs.
- **Process Improvements:** Built multiple automated solutions to improve program efficiency. e.g. for auto-assignment of bar raisers, audits of API/Document approvers, for building KPI metrics and mechanisms where I won multiple Hackathon awards and accolades including promotion.
- **Return to Office Initiative:** Responsible for developing a location strategy for a 400-person team spanning 16 countries and 50+ global offices by streamlining them to 3 hubs and same time zones. Effectively influenced cross-functional stakeholders such as Finance, People/HR, Operations.

### Senior Manager | T-Mobile | Bellevue, WA | May 2018 – July 2019 Release Delivery & Management, Data Architecture Team

Responsible for enterprise-wide release management and delivery. Spearheaded best practices, processes, and release governance to help development teams manage and deploy releases into production environments using a hybrid of traditional waterfall as well as Agile methodologies. Track record of building and managing high performance teams.

- **Continuous Release Delivery & Management:** Reduced Monthly downtime by 50% by driving continuous delivery, 5-why based root cause analysis, and blue-green deployments for critical systems for new product launches (including Enterprise-wide Billing Releases / Apple, Samsung Devices Launches).
- **Data Architecture Center of Excellence:** Delivered \$10M cost reductions by developing guidelines for database modernization, open-source adoption, shift left strategy and building a center of excellence.

### **Director, Tech Program Management | Sterling Backcheck | Dec 2016 – Mar 2018**

Responsible for driving Globalization Initiatives for 10Million+ enterprise customers to conduct civil, criminal, credit, drug screen and driving records checks that expedited onboarding and hiring for their employees.

- **Globalization:** Successfully delivered Sterling's Globalized / Localized (i10n) platform from inception through launch of 10 plus global products in CAN and UK enabling sales for thousands of customer migrations.
- **Agile Best Practices:** Bolstered the adoption of program portfolio roadmap planning, streamlined communication and reporting by automating time tracking and partnering with cross functional teams.

### **Manager, Product Owners | Amdocs | Seattle, WA | Aug 2006 – Sept 2016**

Responsible for driving global team of customer facing product owners supporting Amdocs's 40+ Telecommunication provider's worldwide like AT&T, T-Mobile, Telcel, America Movil, Telenor, BSNL, Tigo, Tyco. Coaching and onboarding DevOps teams to Agile Methodologies.

- **Managed Services, Operations:** Achieved 100% managed services SLA commitments on Cloud, On-Premises, and Multi-Tenant managed services. Engaged in writing SOWs and negotiating contracts.
- **Agile Transformation:** Reduced time to market by 40% for top 3 customers (AT&T, AMX and Telenor) by setting KPIs to measure self-organization, improving transparency, with agile demos.
- **Org Transformation & Change Management:** Served as a liaison for the cross-functional teams from product management, engineering, solution development to operations. Setup Kanban board in Jira (Agile) and Microsoft PowerPoint presentations to bring visibility to management and prioritize backlogs for portfolio of accounts supported.
- **Customer Training:** Conducted first of its kind agile training to customer business users from AT&T (Atlanta), Telcel (Mexico City) on Agile (Scrum and Kanban) methodologies. This included daily standups, and other agile ceremonies with DevOps teams for improved collaboration and satisfaction.
- **QA Manager for AT&T, AMX and T-Mobile:** Spearheaded the QA and postproduction launch support for Digital Commerce Manager (billing, revenue distribution for media worth \$2 billion globally).

**Technical Consulting Roles | Microsoft, AT&T, PacifiCorp, Western Wireless | Jan 2004 – July 2006**

## **Education**

- **Master of Science, Electrical Engineering | Oklahoma State University, USA**
- **Bachelor of Technology, Electronics Engineering | Bharathiar University, India**
- **PMP, ITIL, CSPO, [Other Certifications](#)**