

ROB FREW

Technical Program Manager | Release Management & CI/CD | Platform Engineering
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PROFESSIONAL SUMMARY

Technical Program Manager with 15+ years orchestrating complex release pipelines, CI/CD automation, and cross-functional program execution at scale. At Amazon Web Services, architected release readiness frameworks for a platform serving 2,000+ internal service teams processing 9PB daily, delivering \$24.9M in annual cost savings while scaling 965% YoY. Expert in release planning, change control, quality assurance frameworks, and driving deployment confidence across distributed engineering organizations. Skilled at risk mitigation, dependency management, and establishing release discipline that ensures velocity without compromising reliability.

PROFESSIONAL EXPERIENCE

Amazon Web Services (AWS)

San Luis Obispo, CA

Technical Program Manager III, Security Platform Engineering

June 2022 – Present

Lead technical program management for Basin, Amazon Security's cloud-native data platform processing 9PB daily from 350,000+ sources across AWS global infrastructure, supporting security analytics, ML workloads, and real-time threat detection.

Release Management & Quality Assurance:

- Architected release readiness frameworks and CI/CD standards for platform serving **2,000+ internal service teams**, establishing processes for release vetting and change control.
- Implemented comprehensive observability and quality metrics dashboards, improving delivery accuracy and enabling data-driven release decisions across platform teams.
- Established release vetting processes, change control mechanisms, and quality gates ensuring predictable delivery cycles across hundreds of interdependent microservices.
- Partnered cross-organizationally with Security, Operations, and Finance teams to manage dependencies, reduce deployment risk, and maintain release velocity.
- Created documentation standards and release checklists adopted across multiple Amazon Security platform teams for consistent delivery.

CI/CD Automation & Platform Reliability:

- Drove CI/CD pipeline standardization and automation reducing manual release overhead while supporting **965% YoY platform growth**.
- Created incident management processes, RCA frameworks, and operational runbooks ensuring **99.9% availability SLA** throughout massive scaling.
- Designed data validation and governance frameworks for platform ingesting 9PB daily, ensuring telemetry accuracy and system reliability.
- Led technical root cause analysis and post-incident reviews to continuously improve release processes and deployment confidence.
- Built automated workflows and quality gates reducing manual toil while maintaining platform stability and performance.

Infrastructure Planning & Cost Optimization:

- Managed infrastructure planning for **\$73.5M+ annual spend**, forecasting capacity requirements from 92PB to 989PB monthly processing.
- Led 15 cost-reduction initiatives delivering **\$24.9M in annual savings**, achieving \$19.7M in FY26 realization while maintaining reliability.
- Designed S3 storage migration program delivering **\$2.9M annual cost avoidance** while maintaining availability SLA through careful planning.
- Developed resource modeling to support capacity planning, infrastructure procurement decisions, and budget forecasting across all regions.
- Reduced quarterly spending **\$9.1M below OP1 target** through strategic efficiency initiatives and optimization programs.

Cross-Functional Program Leadership:

- Coordinated initiatives across **40+ microservices** spanning Security, Finance, AWS Billing, and Engineering—providing technical leadership without authority.
- Pioneered Basin's integration into AWS Metering as first internal security service, establishing cost allocation blueprint adopted by other services.
- Owned regional expansion strategy across **30+ AWS regions**, developing automation frameworks and operational runbooks.
- Built stakeholder governance rhythms and communication protocols creating transparency and predictability across distributed teams.
- Managed tradeoffs for competing priorities across teams, balancing release velocity with quality standards and delivery deadlines.

NuORDER (Acquired by Lightspeed)

Remote

Principal Product Manager

January 2021 – June 2022

Owned platform modernization from monolithic architecture to microservices, establishing CI/CD foundations that accelerated release velocity while improving system resilience.

- Delivered comprehensive CI/CD pipeline and reusable API framework contributing to **28% ARR growth** in first six months through improved deployment velocity.
- Collaborated with engineering on release strategy, technical roadmap prioritization, and delivery execution for platform migration.
- Established cross-functional alignment between engineering, design, and stakeholders to optimize feature adoption and release cadence.
- Built executive dashboards and reporting mechanisms to track release progress and platform health for leadership visibility.

Kibo Commerce

San Luis Obispo, CA

Principal Product Manager

June 2019 – January 2021

Led product and program management for Order Management and Platform Services, driving microservice consolidation and release efficiency for enterprise commerce systems.

- Managed 4 Agile teams delivering complex, interdependent platform releases for enterprise commerce systems processing millions daily.
- Introduced Lean/Kaizen continuous improvement frameworks, reducing release cycle times and improving delivery predictability.
- Merged **22 microservices** into unified commerce platform, improving modularity, testability, and release independence.
- Instrumental in **\$110M recurring revenue** including \$38M in owned products; drove **21% YoY growth** over three years.

Senior Manager, Technical Program Management

August 2017 – June 2019

Led five-person technical program management team delivering enterprise commerce implementations for Fortune 500 clients.

- Streamlined implementation process, reducing client onboarding from **8 months to 4 months** through process optimization and automation.
- Established quality gates and testing protocols ensuring production stability across global deployments and release trains.
- Coordinated cross-team dependencies and risk mitigation strategies for multi-team releases across concurrent programs.
- Established program governance frameworks and reporting standards adopted across the organization for consistent delivery.

Senior Product Manager

August 2011 – August 2017

- Led 3 development scrum teams through product feature creation, platform releases, and infrastructure improvements.
- Mentored TPMs and PMs on release planning, dependency management, and stakeholder communication.
- Co-authored patent for Local Inventory Search with Finderbot Technology using Lean Startup methodology.

John Deere

Moline, IL

Project Manager, Manufacturing Operations

January 2009 – August 2011

- Reduced manufacturing overhead from \$12.3M to \$9.1M annually (**26% reduction**) through data-driven efficiency analysis.
- Implemented QA dashboards and performance metrics tracking throughput, quality, and waste reduction for executive visibility.
- Established quality gates and inspection protocols ensuring production reliability across multiple production units.

EDUCATION & CERTIFICATIONS

B.A., Project Management | Arizona State Global Campus

Six Sigma Black Belt Certification | John Deere

CORE COMPETENCIES

Release Management | CI/CD Pipelines | Change Control | Quality Assurance Frameworks | Release Planning & Vetting | Build Validation | Technical Program Management | Cross-Functional Coordination | Risk & Dependency Management | Observability & Metrics | Incident Management | AWS Cloud Infrastructure | Agile/Scrum | Continuous Improvement

NOTABLE PROJECTS

Release Readiness Framework (2,000+ Teams): Architected comprehensive release management framework including CI/CD standards, quality gates, and observability dashboards adopted across Amazon Security platform teams serving thousands of internal developers.

Platform Observability System: Implemented unified observability across 40+ microservices with dashboards, alerting, and SLA monitoring that improved incident response time and deployment confidence across the platform.

Infrastructure Cost Optimization (\$24.9M): Led 15 infrastructure initiatives achieving \$24.9M in annual savings through capacity optimization, storage tiering, and resource right-sizing while maintaining 99.9% availability SLA.