

ROB FREW

Solutions Architect | Customer-Facing Technical Consulting | Enterprise Implementations
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PROFESSIONAL SUMMARY

Solutions Architect with 15+ years delivering customer-facing technical consulting, enterprise implementations, and cloud architecture at scale. Served as trusted technical advisor for Fortune 500 clients including Ace Hardware, traveling on-site to conduct technical discovery, design custom integrations, and ensure successful implementations. At Amazon, led technical programs for a security platform processing 9PB daily across 30+ AWS regions, delivering \$24.9M in cost savings. Expert in requirements gathering, solutions design, stakeholder management, and translating complex technical capabilities into business value for diverse audiences.

PROFESSIONAL EXPERIENCE

Amazon Web Services (AWS)

San Luis Obispo, CA

Technical Program Manager III, Security Platform Engineering

June 2022 – Present

Lead technical programs for Basin, Amazon Security's cloud-native platform processing 9PB daily from 350,000+ sources across AWS global infrastructure, serving as customer advocate for 2,000+ internal service teams.

Customer Advocacy & Technical Consulting:

- Served as customer ambassador for **2,000+ internal service teams**, gathering requirements, documenting pain points, and influencing platform roadmap decisions.
- Partnered directly with engineering teams to understand technical requirements, determine feasibility, and design solutions meeting customer needs.
- Created comprehensive documentation, onboarding guides, and self-service resources improving customer onboarding and platform adoption.
- Translated complex technical data into actionable insights for diverse audiences including executives, engineers, and business stakeholders.
- Built trusted relationships across Security, Finance, and Engineering organizations, enabling effective cross-functional collaboration.

Cloud Architecture & Regional Expansion:

- Owned regional expansion strategy across **30+ AWS regions**, designing architecture for datacenter capacity, network connectivity, and infrastructure provisioning.
- Designed data validation and governance frameworks for platform ingesting 9PB daily, ensuring data quality and system reliability across regions.
- Created automation frameworks and operational runbooks enabling consistent infrastructure configuration across global deployments.
- Architected solutions balancing performance, cost, and compliance requirements across distributed cloud infrastructure.
- Developed region readiness checklists and validation procedures ensuring infrastructure meets security and compliance standards.

Solutions Design & Integration:

- Pioneered Basin's integration into AWS Metering as first internal security service, designing novel architecture enabling **\$12.7M+ cost attribution**.
- Coordinated initiatives across **40+ microservices** spanning multiple organizations, designing integration patterns and resolving technical challenges.
- Led architecture reviews and design sessions focused on customer business requirements and technical constraints.
- Developed usage-based cost allocation model creating framework adopted by other internal services across Amazon.
- Designed scalable data pipelines supporting near real-time ingestion for security analytics and ML applications.

Business Impact & Cost Optimization:

- Led 15 infrastructure initiatives delivering **\$24.9M in annual savings**, achieving \$19.7M in FY26 realization.
- Managed infrastructure planning for **\$73.5M+ annual spend**, forecasting capacity requirements and budget allocation.
- Designed S3 storage migration program delivering **\$2.9M annual cost avoidance** while maintaining availability SLA.
- Presented technical recommendations to senior leadership, driving alignment on architecture decisions and resource allocation.
- Reduced quarterly spending **\$9.1M below target** through strategic efficiency initiatives and solution optimization.

NuORDER (Acquired by Lightspeed)

Remote

Principal Product Manager

January 2021 – June 2022

Led platform modernization and API strategy for B2B wholesale SaaS platform, designing architecture for microservices migration and partner integrations.

- Delivered comprehensive API framework enabling partner integrations and contributing to **28% ARR growth** in first six months.
- Designed architecture for platform migration from monolithic to microservices, defining service boundaries and integration patterns.
- Partnered with engineering teams on technical architecture decisions, feasibility assessments, and infrastructure scalability planning.
- Created technical documentation and integration guides enabling partner ecosystem expansion and developer adoption.

Kibo Commerce

San Luis Obispo, CA

Senior Manager, Technical Program Management

August 2017 – June 2019

Led customer-facing solutions architecture team delivering enterprise commerce implementations for Fortune 500 clients including Ace Hardware.

- Served as **primary technical advisor for Fortune 500 clients** including Ace Hardware, traveling on-site to Chicago for technical discovery and solution design.
- Conducted requirements gathering, architecture reviews, and designed custom integrations meeting unique customer business requirements.
- Built trusted relationships with customer technical teams, IT management, and business stakeholders as customer ambassador.
- Streamlined implementation process, reducing client onboarding from **8 months to 4 months** through process optimization.

Principal Product Manager

June 2019 – January 2021

Led product strategy for Order Management platform, driving architecture improvements and enterprise client solutions.

- Led 4 Agile development teams delivering platform features for enterprise commerce systems processing millions in daily transactions.
- Merged **22 microservices** into unified commerce platform, designing architecture for improved modularity and scalability.
- Instrumental in **\$110M recurring revenue** including \$38M in owned products; drove **21% YoY growth** over three years.
- Increased project margin **120%** by improving solution design, delivery execution, and customer satisfaction.

Senior Product Manager

August 2011 – August 2017

- Built fraud detection and risk management system from ground up, designing architecture for enterprise payment processing.
- Co-authored patent for Local Inventory Search with Finderbot Technology, designing innovative technical solution.
- Managed pre-sales and post-sales technical support, translating customer requirements into product capabilities.

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 operational KPIs.
- Led process improvement initiatives across multiple production units and supplier relationships.

EDUCATION & CERTIFICATIONS

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

Six Sigma Black Belt Certification | John Deere

CORE COMPETENCIES

Solutions Architecture | Customer-Facing Technical Consulting | Requirements Gathering | Enterprise Implementations | AWS Cloud Architecture | Pre-Sales & Post-Sales Support | Technical Advisory | Integration Design | Stakeholder Management | Executive Communication | Trusted Advisor | Client Relationship Management | Distributed Systems | API Design

NOTABLE PROJECTS

Fortune 500 Enterprise Implementations: Served as trusted technical advisor for Ace Hardware and other Fortune 500 clients, conducting on-site technical discovery, designing custom integrations, and reducing implementation time from 8 months to 4 months.

AWS Metering Integration Architecture: Designed novel architecture for first internal-only AWS service integration into external Metering Platform, enabling \$12.7M+ in accurate cost attribution and creating blueprint for other services.

Fraud Detection System Architecture: Designed and built fraud detection and risk management system from ground up for enterprise commerce payment processing, balancing security requirements with customer experience.