

ROB FREW

Senior Technical Program Manager | Platform Engineering & Cross-Functional Leadership
rob@robfrew.com | 309-751-7423 | linkedin.com/in/frewrob | San Luis Obispo, CA

PROFESSIONAL SUMMARY

Senior Technical Program Manager with 15+ years driving large-scale platform engineering, infrastructure programs, and cross-functional execution. At Amazon Web Services, led technical programs for a cloud-native security platform processing 9PB daily from 350,000+ sources, delivering \$24.9M in annual cost savings while scaling infrastructure 965% YoY. Expert in stakeholder alignment, risk and dependency management, and driving programs across distributed engineering teams. Highly analytical and technically proficient with deep understanding of AWS infrastructure, distributed systems, and data platforms. Proven ability to influence without authority and deliver complex programs on time and within budget.

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.

Cross-Functional Program Leadership:

- Coordinated initiatives across **40+ microservices** spanning Security, Finance, AWS Billing, and Engineering teams—providing technical leadership without line management authority.
- Pioneered Basin's integration into AWS Metering as first internal security service, establishing cost allocation blueprint adopted by other internal services across Amazon.
- Worked directly with engineering teams to gather and prioritize requirements, determine feasibility, establish timelines, and resolve technical blockers.
- Built stakeholder governance rhythms, program forums, and communication protocols creating transparency and predictability across distributed teams.
- Managed tradeoffs for competing priorities across teams, balancing velocity with quality standards and delivery deadlines.

Infrastructure Planning & Cost Optimization:

- Managed infrastructure planning for **\$73.5M+ annual spend**, forecasting **965% YoY growth** from 92PB to 989PB monthly processing capacity.
- Led 15 cost-reduction initiatives delivering **\$24.9M in annual savings**, achieving \$19.7M in FY26 realization while maintaining platform reliability.
- Designed S3 storage migration program delivering **\$2.9M annual cost avoidance** while maintaining 99.9% availability SLA.
- Developed usage-based cost allocation model enabling accurate **\$12.7M+ service attribution** across internal services.
- Reduced quarterly spending **\$9.1M below OP1 target** through strategic efficiency initiatives and resource optimization.

Platform Reliability & Scaling:

- Owned regional expansion strategy across **30+ AWS regions**, developing automation frameworks, operational runbooks, and resource modeling.
- Built and maintained infrastructure dashboards tracking platform health, capacity utilization, cost metrics, and SLA compliance for leadership visibility.
- Implemented observability and quality metrics frameworks enabling data-driven decisions and improving delivery accuracy across platform teams.
- Created incident management processes, RCA frameworks, and operational runbooks ensuring **99.9% availability SLA** through massive growth.
- Designed data validation frameworks ensuring quality for downstream ML pipelines and AI models across distributed systems.

Technical Program Execution:

- Partnered with engineering teams throughout software development lifecycle to integrate platform requirements and ensure on-time delivery of critical capabilities.
- Established release vetting processes, change control mechanisms, and quality gates ensuring predictable delivery cycles across hundreds of microservices.
- Authored ad-hoc reports and analysis for stakeholders, translating complex technical data into actionable business insights and recommendations.
- Defined program strategies and KPIs, regularly presenting to senior leadership on program progress and resource allocation decisions.
- Led technical root cause analysis and post-incident reviews to continuously improve processes and delivery predictability.

NuORDER (Acquired by Lightspeed)

Remote

Principal Product Manager

January 2021 – June 2022

Owned platform modernization strategy from monolithic architecture to cloud-native microservices for B2B wholesale SaaS platform serving major retail brands.

- Delivered comprehensive CI/CD pipeline and cloud infrastructure framework contributing to **28% ARR growth** in first six months through improved deployment velocity and platform reliability.
- Created multi-year technical roadmap for platform migration including infrastructure architecture, networking design, and service decomposition decisions.
- Partnered with engineering teams on technical architecture decisions, feasibility assessments, timeline estimation, and resource planning.
- Built executive dashboards and reporting mechanisms to track migration progress and platform health for leadership visibility.

Kibo Commerce

San Luis Obispo, CA

Principal Product Manager

June 2019 – January 2021

Led product strategy for cloud-based unified commerce platform, driving infrastructure consolidation and service architecture improvements for enterprise clients.

- Led 4 Agile development teams delivering infrastructure and platform features for enterprise commerce systems processing millions in daily transactions.
- Developed go-to-market strategy resulting in **19% ARR growth** through platform reliability and performance optimization initiatives.
- Merged **22 microservices** into unified commerce platform, reducing infrastructure complexity and operational overhead.
- Instrumental in **\$110M recurring revenue** including \$38M in owned platform 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.
- Increased project margin **120%** by improving timeline estimation, resource allocation, and delivery execution across concurrent programs.
- Managed risk assessment, escalations, and balanced competing priorities across multiple 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.
- Co-authored patent for Local Inventory Search with Finderbot Technology using Lean Startup methodology.
- Built fraud detection and risk management system from ground up for payment processing platform.

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 for executive visibility.
- Led cost-savings programs and streamlined process management 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

Technical Program Management | Cross-Functional Leadership | AWS Cloud Infrastructure | Platform Engineering | Stakeholder Management | Risk & Dependency Management | Infrastructure Cost Optimization | Data-Driven Decision Making | Agile/Scrum | Program Governance | Executive Communication | Distributed Systems | Process Automation | Quality Frameworks

NOTABLE PROJECTS

AWS Metering Integration Program: Pioneered first internal-only AWS service integration into external Metering and Commerce Platform, establishing framework for usage-based cost allocation enabling \$12.7M+ in accurate service attribution across internal services.

Basin Regional Expansion (30+ Regions): Developed comprehensive region build-out strategy, automation framework, and operational runbooks enabling Amazon Security data lake expansion across 30+ global AWS regions with consistent infrastructure configuration.

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.