
Malcolm C. Lissone
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Alexandria, VA 22304

Certifications / Awards

- DOJ TS/SCI with Counterintelligence Polygraph (Adjudicated January 2021)
- AWS Solution Architect (Certified July 2023)
- AWS Cloud Practitioner (Certified June 2023)
- Scrum Master (Certified January 2020)
- PMI - Project Management Professional (Certified February 2022)
- Booz Allen for Collective Ingenuity Silver Award (Awarded February 2018)
- Lean Six Sigma Yellow Belt & Green Belt (Certified June 2012 & June 2014)
- VCU IT Distinguished Service Award (Awarded April 2012)

Education

Bellevue University, Omaha, NE
M.B.A. - Strategic Management

VCU, Richmond, VA
B.S. - Information Systems

Professional Experience

Amazon Web Services, Arlington, VA

U.S. Justice Department Senior Technical Program Manager

07/2022–Present

- Built, launched, and managed the official AWS Prioritization program to systematically identify, validate, prioritize, and resolve all technical issues that impact the entire 2,500+ global AWS engineering community.
- Created a global program that restored engineer trust, ensured impacted voices reached leadership, delivered measurable technical improvements and empowered/accelerated VP leadership decision-making.
- During the program's inaugural year in 2025, three business objectives and three technical objectives were met which included:
 - #1 Technical - The development of an automated fault URL routing script, removing 2-3 hours of daily manual workarounds per engineer, accelerating delivery timelines by 20%.
 - #2 Technical - The implementation of full pre-approval support for automated tests with custom version sets, which automated approval workflows for 875 pipelines covering 13,000 test steps and reduced deployment cycle time by 40%, saving an estimated 200+ engineering hours per quarter.
 - #3 Technical - The launch of a new capability that reduced the need for engineers to make multiple manual updates when team ownership changes, enforcing dynamically evaluated group or system account-based permissions and eliminating individual user-level permissions granted on hostclasses.
 - #1 Business - The reduction of VP escalations by 80% from the previous year to streamlined availability of priority data.
 - #2 Business - The adoption of two related programs after only the first quarter to reduce operational business overhead and consolidate all global mechanisms into a "single pane of glass" for VP leadership.
 - #3 Business - The establishment of a repeatable, scalable process that drives global technical objectives and operational excellence with over a 90% satisfaction rating from the engineering community.
- Served as the leadership's trusted advisor to expand the AWS Federal Cloud footprint by prioritizing, influencing, and driving investment allocation decisions for a 400M+ federal business portfolio that drove the C2E and C2S DOJ IDIQ contracts.
- Established an agile sprint process that ensures ticket SLA metrics maintain contractual compliance.
- Utilized metrics to measure performance gaps and increase productivity by improving process effectiveness.
- Challenged Sales leadership to ensure internal product strategies aligned with customer use cases and goals.
- Determine data-based tradeoffs between technical solutions to influence system owners and architecture decisions.
- Influenced and aligned 15+ cross-matrixed engineering teams to drive agile software releases that resulted in 14 releases in 2025, 55% year over year increase.
- Led tradeoff discussions and translated technical risk assessments to explain contract impact and influence release decisions.
- Interviewed federal AWS contractors, mentored new hires, and performed technical promotion assessments for 75+ employees.
- Lead a Tier 1-4 engineering team responsible for technical troubleshooting and automating a suite of integrated IT systems.
- Defined program mission statement/vision/tenets, set objectives and drive quantified process improvements.
- Influenced AWS revenue opportunity decisions by fostering customer relationships and hosting government roundtables that deep dove use cases to align AWS services to best fit mission needs.

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Amazon Web Services, Arlington, VA

U.S. Justice Department Senior Cloud Systems Engineering Manager

01/2021–07/2022

- Managed AWS FinTech services such as bill generation and payment processing in a cleared agile environment.
- Partnered with all AWS services and interact directly with end-customers to support three prime DoJ contracts.
- Oversaw 20+ AWS cloud engineers and managers of varying technical skillset across multiple time zones.
- Developed, motivated, and mentored a group of highly talented engineers as a technical leader and people manager.
- Drove the strategic goals for accelerating Serverless remote support for new customer networks/regions.
- Operated agilely at a local level and strategize on a global scale to drive program delivery throughout AWS.
- Built a strong track record with recruiting, hiring and retaining top engineering talent.
- Drove accountability, root cause identification, and permanent correction of errors.
- Handled multiple competing priorities in a fast-paced environment.
- Thrived in a high-volume operational environment including multiple data centers and thousands of servers.
- Took initiative in project planning and reporting as well as translating requirements into actionable roadmaps.
- Used experience with incident management and data analysis to make effective data-driven decisions.
- Possessed strong verbal and written communication skills with the ability to retain composure under stressful conditions and get the right things done.

ECS Federal, Washington, DC

U.S. Justice Department IT Director

11/2019–01/2021

- Served and held the most senior contractor position on the DOJ ITSSS contract as the Prime contractor Program Manager directly supporting the DOJ FBI Section Chief, FBI Unit Chief, and FBI Lead Technologist for Task Orders STOR 204 and STOR 208 valued over 100M.
- Served as Government's primary POC and provided overall contract leadership and program guidance for all staff personnel.
- Coordinated with the government in an Agile environment to oversee the O&M of operational systems with more than 20,000 users, consolidating DevOps systems in support of improving efficiency, data quality, and service delivery.
- Responded directly to Government questions/concerns and provided the KO w/ proactive alerting of potential contract breaches.
- Led all monthly and quarterly business status reviews, reporting to senior FBI personnel and VP prime contractor leadership on the latest risks, release schedules, and contract budgeting metrics.
- Managed a team of 80+ developers and system admins, inclusive of government staff and sub-contractors, in an Agile scrum environment using Kanban boards to track project delivery.
- Served as the scrum master that included scrum backlog deep dives of user stories and tasks along with daily scrums on what has been completed, upcoming task deadlines, and blockers.
- Served as the scrum master that managed all spring planning activities and set weekly sprint goals which included work breakdown structure analysis.
- Served as the scrum master that delivered retros/demos that provided metrics on the ticket trends, cycle times, lead times, etc.
- Provided the definition of done for the Test-Driven-Development (TDD) of each sprint, ensuring engineers created and ran Java testing at the smallest measurable unit to reduce defects and improve technical code design quality.
- Ensured each weekly sprint retrospective included Test Driven Development practices as it enabled units of measure that eliminated ambiguous sprint goals and outcomes.
- Led the contract's agile PMO, which resulted in 21 process improvements and the reduction of the FBI Monthly Status Report process from 18 to 5 steps as weekly scrum reports were systemically consolidated with the use of python scripts and AI.
- Managed and supervise software development activities across multiple teams of managers, developers, engineers, and QA analysts through an Agile Scrum methodology using leading edge technologies such as SharePoint, Atlassian, JavaScript, JSON, jQuery, PowerShell, Model-View-Controller (MVC), Windows 8.1, and ASP.NET.
- Oversaw server and database administration to increase network efficiency and automated service and solution delivery.
- Maintained organizational contract budgets, including managing overhead and P/L margins.
- Analyzed and presented the contract's POP financial burn estimates monthly.
- Ensured that the integrity/traceability of DoJ application systems were recorded and communicated.
- Converted development culture from Waterfall to Agile Scrum using Atlassian's JIRA and Confluence tools.
- Led high velocity CONUS software development teams through six major releases on an annual basis.

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ECS Federal, Washington, DC

U.S. Justice Department Senior IT Program Manager

01/2019–01/2021

- Managed software development activities in an agile environment using the Atlassian suite of tools.
- Task Manager for four task orders on a 40M, 5-year FFP, and T&M IDIQ contract with 40+ CONUS resources.
- Managed the operations and maintenance of the sole Identity Management system that supports 53,000+ users.
- Led Java software development portfolio for Linux and Windows environments.
- Applied Lean Six Sigma practices to identify value add versus non-value add project activities.
- Reviewed critical requirements and provided prioritized recommendations driven by functionality and impact.
- Coordinated software development activities in an Agile environment, defining high-level requirements, and refining client needs through an interactive process as Scrum Master.
- Managed O&M for critical USMS alert systems and desktop applications w/ more than 10,000 end users.
- Managed system and database modernization to improve network efficiency, data quality, and service delivery.
- Presented monthly financial burn estimates and actuals of the current contract's POP hours.
- Presented formal monthly status reporting of the work conducted over the previous month in JIRA and ServiceNow.
- Formally report on ServiceNow ticket resolution velocity and special project software release statuses.

Booz Allen Hamilton, Washington, D.C.

U.S. Defense Department IT Strategy Consultant

10/2017–01/2019

- Awarded the Silver award for Collective Ingenuity for my role in establishing the first PMO for the Navy Department ITSSMD contract.
- Stood up the PMO to shape the organizational agile process for the Enterprise IT Transformation projects.
- Provided client facing support and maintenance for the Captain of a 900M Navy program.
- Provided the NAVY's IT Acquisition shop with strategic guidance for planning and implementing DoD projects.
- Trained staff on quality and risk protocols, and contractual cost and schedule obligations to ensure in tolerance, high quality delivery of the technical mission.
- Performed industry research on IT policy/best practices and translate research into guidance for new policies.
- Provided current state analyses on a full range of DOD IT activities; strategic planning, governance, IT policy, information management, DevOps, and emerging technologies.
- Conducted future state roadmap process improvement analyses on existing functional/business processes and existing technology solution delivery methodologies.
- Shaped organizational processes for complex Navy Enterprise IT Transformation projects.

Science Applications International Corporation, Washington, D.C.

U.S. State Department Telecom/Infrastructure Project Manager

03/2015 –10/2017

- Defined customer and stakeholder requirements and ensure requirements align with strategic and corporate goals using Lean and Kanban best practices.
- Managed staff of 25 and maintained cadence of all various work plans assignments to ensure streamlined on-time portfolio delivery.
- Determined IT infrastructure and DevOps requirements, i.e. desktop support, facilities management, and networking.
- Provided SCRUM Master support for a matrixed team of key government leadership to deliver solutions.
- Identified/mitigated complex risk events, managed multiple project dependencies, and created Project Charters that include project schedules, budgets, bills of material, financial summaries, and implementation plans.
- Developed project schedules and documentation to support IRM IT Projects.
- Managed a team of engineers to execute and document projects as they moved through the MSP-IT process and Full Software Development Lifecycle (SDLC).
- Briefed IRM senior management and Vanguard 2.2.1 senior management at various milestones/stages in the project lifecycle.
- Coordinated and managed multiple vendors and internal service providers such as engineering, operations, and security throughout the lifecycle of the project.
- Coordinated with Government POCs, Govt PM, and customers on the status of voice and data related projects.

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- Prepared and coordinated any IT Configuration Control Board and IT Change Advisory Board requirements associated with projects.
- Initiated any A&A documentation necessary for projects that require an Authority to Operate (ATO), ROMs, Voice, and Data EIPs and CTP.
- Prepared briefing slides and artifacts (project concepts, charters, project plans, schedules) as needed to prepare the major milestones associated with each project.
- Developed a budget for each project that includes the manpower and materials necessary to successfully execute the project.
- Grew program revenue by recommending which client requests were transitioned into official projects.
- Monitored the project pipeline and anticipated resource requirements across the program.
- Tracked project schedules to ensure milestones were met on time or adjusted as required if external factors impact project schedules.
- Coordinated with Operations to ensure they were prepared with the project's Transition to Operations (TOM).
- Communicated any issues that may hinder or impede the successful execution of the project schedule.
- Maintained a risk register for each project which included risk mitigation strategies.
- Maintained a change log to track any changes associated with the project.
- Determined and created a clear scope definition of each project that included Cisco and Avaya hardware.

Data Center Tasks as the PM: (Engineering team configures and physically installs all hardware)

- Performed site survey of the data center to determine rack space availability for adding redundant hardware per enterprise NIST standards and/or new hardware that was required for the customer's overall request.
- Identified/Counted the number of needed ports.
- Ensured HVAC, power (electrical), and fire-resistant environmental conditions were adequate to avoid malfunctioning hardware.
- Endorsed copper or fiber cabling needs to be upgraded to enterprise NIST standards to increase network performance. (Ex. 50-micron fiber cables are required for Fiber switches).
- Ran data utilization reports to analyze if legacy hardware was EOL/EOS (End of Life, End of Service) and performing well enough to maintain or upgrade.

SunTrust Bank (now Truist), Richmond, Virginia

IT PMO Project Manager

05/2011–03/2015

- Built project schedules including activities, status, constraints, and resources that impact financial forecasts.
- Met financial objectives by forecasting reqs, preparing a budget, analyzing variances, and controlling cost.
- Developed labor quotes for multiple projects to manage customer expectations, budget and scope.
- Managed subcontractor/vendor relations and review purchase requisitions for Fixed Price and T&M contracts.
- Tracked project performance based on operational metrics and earned value management.
- Liaison for customers, project teams, and end users to gather functional requirements and business objectives.
- Effectively communicate scope, business objectives, and success metrics for stakeholder benefits realization.
- Documented use cases, process maps, and BUSR/SYSR throughout the planning phase of the SDLC lifecycle.
- Created monthly PMO presentations that report portfolio delivery effectiveness to aid senior PMO decisions.
- Developed and implemented metrics to maintain a 90% or better Time/Budget delivery ratio of a 133M portfolio.
- Identified gaps (training, change controls) and developed sustainable processes to increase PM effectiveness.
- Created SharePoint site to store project assets and preserve data integrity within schedule and financial systems.

Summary

Strategic Technical Program Management Leader with 15+ years of experience driving large-scale digital transformations and operational excellence. Proven track record at AWS, ECS Federal, Booz Allen, SAIC, Truist Bank and within the Department of Justice (DOJ), Department of Defense (DOD), Department of State (DOS) delivering VP level organizational goals and leading cross-functional teams of 80+. Expert in bridging the gap between deep technical engineering and C-suite decision-making in highly ambiguous, high-stake environments. Expert in managing the full lifecycle of VP level goals, driving strategy for \$400M+ portfolios, and leading global initiatives that automate complex operations. Proven track record of reducing operational overhead by 80%, managing \$100M+ contracts, and serving as a trusted advisor to VP-level leadership.

Key Skills

Strategic Program Management

- Managing complex cross-organizational initiatives
- Creating and implementing scalable solutions
- Driving business-critical decisions
- Building consensus across multiple stakeholders

Stakeholder Management

- Executive-level communication
- Cross-functional team leadership
- Building and maintaining strategic partnerships
- Influence without direct authority

Technical Leadership

- Understanding system architectures and limitations
- Evaluating technical risks and dependencies
- Translating technical requirements into business impact
- Intermediate knowledge of cloud infrastructure and services

Risk Management

- Identifying and mitigating technical risks
- Managing compliance requirements
- Tracking and reporting program status
- Creating contingency plans

Process Improvement

- Creating efficient workflows
- Developing automated solutions
- Establishing scalable mechanisms
- Implementing best practices

Contract Acumen

- Resource planning and allocation expertise
- Contract requirements management

PM Tooling Expertise

- Microsoft O365
- Microsoft SharePoint
- Microsoft Visio
- Microsoft Project
- Oracle Primavera
- Atlassian JIRA
- Atlassian Confluence
- ServiceNow
- ServiceManager
- Salesforce
- Gartner
- Asana

Work Accomplishments

Amazon Web Services (AWS) | Senior Technical Program Manager

- **Architected Global Scale Solutions:** Built and launched the official AWS Prioritization program for a 2,500+ member engineering community, resulting in an 80% reduction in VP-level escalations and a 90% satisfaction rating.
- **Operational Automation:** Delivered technical scripts and automated workflows that eliminated 200+ manual engineering hours per quarter and reduced deployment cycle times by 40%.
- **Portfolio Strategy:** Served as a trusted advisor to VP leadership, driving investment decisions for a \$400M+ Federal Cloud portfolio (C2E/C2S DOJ IDIQ contracts).
- **Product Launch Excellence:** Influenced 15+ matrixed service teams to accelerate releases, achieving a 55% year-over-year increase in successful deployments (2025).

Program Strategy & Full Lifecycle Management

- **End-to-End Ownership:** Built, launched, and managed the AWS Prioritization program from the ground up, creating a systematic framework to resolve technical issues for a global community of 2,500+ engineers.
- **Strategic Growth:** Served as a trusted advisor to AWS VPs to drive investment decisions for a \$400M federal business portfolio, ensuring alignment between internal product strategies and massive government IDIQ contracts (C2E/C2S).
- **Large-Scale Modernization:** Led the modernization and GA launch of the Apollo Session Vendor Service (ASVS) across four ADC regions, resolving long-standing "silent failure" gaps in deployment logging.

Leadership in Ambiguity & Risk Mitigation

- **Autonomous Execution:** Consistently delivered L8 and L10 level goals at AWS without direct manager oversight, navigating the "AOC Permissions" launch to automate manual reorg processes and eliminate security "permission sprawl."

- Risk Management: Proactively identified contract breach risks and technical blockers for \$100M+ DOJ task orders, leading trade-off discussions to translate technical risks into business impacts for senior stakeholders.
- Cross-Functional Partnership: Aligned 15+ matrixed service teams to accelerate release velocity, resulting in a 55% year-over-year increase in software releases.

ECS Federal / U.S. Justice Department | IT Director

- Prime Contractor Leadership: Held the most senior contractor position on a \$100M+ DOJ contract, managing a team of 80+ developers and system administrators.
- Agile Transformation: Spearheaded the cultural shift from Waterfall to Agile/Scrum, implementing automated reporting that reduced the FBI monthly status process from 18 steps to 5 via Python and AI.
- Enterprise Modernization: Oversaw the O&M of identity management and operational systems for 53,000+ users, ensuring 24/7 availability and contractual SLA compliance.

Data-Driven Improvements & KPI Governance

- Quantifiable Impact: Utilized metrics to achieve a 80% reduction in VP escalations and a 40% reduction in deployment cycle times through automated approval workflows (875 pipelines/13,000 test steps).
- Portfolio Governance: Developed and governed KPI reporting for diverse portfolios, implementing automated Python and AI-driven scripts to consolidate reporting steps for the FBI from 18 down to 5.
- Technical Optimization: Leveraged data to automate fault URL routing, saving engineers 2–3 hours of manual work daily and accelerating delivery timelines by 20%.

Financial Management & Operational Excellence

- Budgetary Oversight: Directly responsible for the P&L and financial burn estimates for prime contractor programs valued over \$100M, maintaining strict margin and overhead controls.
- Process Transformation: Led the transition of legacy Waterfall environments to Agile/Scrum (Jira/Confluence), managing teams of 80+ developers and achieving a 90% satisfaction rating from the engineering community.
- Global Best Practices: Established the first PMO for the Navy ITSSMD contract and fostered global AWS "single pane of glass" mechanisms to reduce operational overhead.

Use Cases

Key Achievement #1 – Educate the uncleared builder community on the specialized environment nuances and best practices for operating cleared networks.

- Situation – As specialized regions expanded from 3 to 8 over 24 months, commercial service teams' continued lack of fundamental knowledge caused builders to field a 50% increase in support tickets and spend an additional 15-20 hours weekly on support—a 50% reduction in core development capacity. As senior leadership noted, "This is a perennial issue," while technical leadership advocated that "training for service owners should be mandatory."
- Task – In April 2025, I was assigned to create a comprehensive, scalable educational program that serves the 100+ commercial service teams across the entire developer community. The training program needed to establish a sustainable mentoring ecosystem with enforcement mechanisms for new hires and existing builders, empowering 2000+ builders to become educators for critical knowledge domains.
- Action – I built a community-driven educational infrastructure centered on three requirements:
 - Community Engagement - I gathered feedback from 50+ team members, yielding 25 unique pain points and then recruited 13 subject matter experts (4 region-specific SMEs contributing 120+ hours, 9 use case-specific SMEs contributing 80+ hours) for content development and validation. Engagement with the SMEs led to 12 review sessions with training stakeholders, incorporating 45+ pieces of feedback in total.

- Educational Content - I created a 1-hour training course with 12 modules and final exam, which includes 8 real-world case studies for log analysis, failed deployments, data sharing procedures, etc., and a 10-page appendix that details the change management process, 8 deployment tools, and 12 technical requirements. The 20-question final exam has an 85% passing threshold.
- Scalable Process - I created an assignment template enabling builders to assign training through internal systems, which was utilized by multiple teams within the first month of rollout. I also added the training to the company's learning platform to enable reminder mechanisms for assignees that are late on completing the training.
- I chose those three requirements because the builder community lacked a centralized mechanism that drives the closure of knowledge gaps within their commercial counterpart's organization.
- Secondly, the continued growth of the footprint further drives the need for focused training that remains relevant even when the footprint scales. Lastly, the builder community needed a defense that would protect them from wasting hours educating their commercial service owners.
- Result – Creating the training program led to the creation of a new shared responsibility model between commercial and specialized builders that explains requirements for launching services and maintaining contractual and security compliance standards. Since the November 2025 rollout of the training program, 34 uncleared builders from multiple teams were assigned to complete the training, of which 20% of assignees completed the training within the first 30 days. Training materials were accessed 200+ times in the first two months. During the December 2025 monthly business review, engineering leadership reported "more effective partnerships and accelerated delivery outcomes," citing a reduction in deployment delays. Senior leadership approved the goal completion, recognizing the strategic value delivered. The most significant impact lies in the sustainable mentoring ecosystem created. The 13 training SMEs continue contributing monthly to ongoing improvements, ensuring the content evolves with operational needs and the enforcement mechanism ensures perpetual knowledge transfer. The cultural shift represents the true transformation: 2000+ builders now actively mentor commercial teams through structured assignments, fundamentally changing how we develop talent and share knowledge across organizational boundaries. The projected annual savings in reduced operational overhead and accelerated deployment timelines represents tangible business value that will compound as adoption continues to scale across the organization.

Key Achievement #2 – Launch the AWS Builder Experience Prioritization Program

- Situation – During the July 2024 planning roadshows, internal builders across the global organization voiced significant frustration to leadership about operational pain points that lacked any systematic resolution mechanism. While the organization excelled at external customer programs, over 2,000 internal builders across 15+ service teams had no dedicated process to track, prioritize, and resolve issues impacting their daily operations and productivity.
- Task – Senior leadership challenged me to design and launch an enterprise-wide program that would systematically identify, validate, and resolve operational issues affecting internal builders across multiple teams and business units. My mandate was to create a cross-organizational mechanism that would restore trust, ensure builder voices reached leadership, and deliver measurable operational improvements within a 12-month timeframe.
- Action – At the start of 2025, I designed and implemented a comprehensive, multi-faceted program:
 - First, I established program governance by defining working group member requirements and curating two leadership-endorsed teams of 12 senior and principal engineers for different regional needs to validate and prioritize pain points, serving as the authoritative voice for the 2,000+ internal builder community.
 - Second, I created the intake and prioritization infrastructure—a standardized pain point submission process and monthly business review cadence with 35+ stakeholders open to all builders, providing leadership direct exposure to critical issues and ensuring transparency across the organization.
 - Third, I drove cross-organizational software delivery by creating detailed technical documents averaging 2-6 pages for each of the Top 10 priorities. These documents outlined current state, desired future state, impact analysis, recommended solutions with trade-offs, and specific asks

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- identifying all required teams and dependencies. I negotiated priorities and commitments with 18+ service teams, tracking delivery through goal management systems to ensure accountability.
- Fourth, I built visibility mechanisms—a web page and real-time dashboard accessible to all stakeholders, providing complete transparency into every pain point's status and resolution progress, achieving 95%+ stakeholder engagement.
- Result – In 2025, the program delivered substantial cross-organizational impact as I resolved 6 major pain points affecting 2,000+ builders, becoming the trusted focal point for builder issues throughout the business. I appeared in the company podcast discussing how I drove the development of an automated fault URL routing script, removing 2-3 hours of daily manual workarounds across 2000+ builders, accelerating delivery timelines by 20%. I also drove service teams to implement full pre-approval support for automated tests with custom version sets, which automated approval workflows for 875 pipelines covering 13,000 test steps—requiring zero pipeline changes from commercial builders and no process changes from specialized teams, while reducing deployment cycle time by 40% and saving an estimated 200+ engineering hours per quarter.
 - The program framework also reduced escalations to senior leadership by 60% as only 6 of the 15 approved Top 10 priorities required executive engagement in 2025. The durability of the program framework I put in place was proven when the program took on added scope from leadership. Additional engagement programs were adopted without friction, reducing the complexity and overhead of two additional organizational backlogs while doubling the size of the Builder Experience program. The program established a repeatable, scalable mechanism for cross-organizational problem-solving that continues to build trust and drive operational excellence, with a 90%+ satisfaction rating from internal builders based on monthly business review feedback.

Key Achievement #3 - Lead the AWS Customer Prioritization Program

- Situation – The organization needed a systematic approach to capture, validate, and prioritize customer feature requests across specialized government partitions to ensure development resources aligned with customer needs and revenue opportunities.
- Task – As lead technical program manager, I was responsible for designing and executing a comprehensive customer prioritization program that would translate customer demand signals into actionable development priorities, ensuring transparency with customers and alignment with business objectives.
- Action – I established an end-to-end customer prioritization framework that included systematic demand signal collection, cross-functional validation with engineering and business teams, transparent prioritization methodology, and regular customer engagement to validate alignment. I created a prioritization dashboard that provided real-time visibility into the top priorities and their delivery status, enabling both internal stakeholders and customers to track progress.
- Result – In 2025, I drove delivery of multiple priorities that represented I achieved a 100% pillar approval rate for 17 top 10 priorities in 2025—10 builder priorities and 7 customer priorities—representing a 100% increase from 2024's 8 approvals. During the July 2025 Federal customer roundtable with 20+ customer representatives, voting exercise results validated the program's prioritization accuracy as there was 100% alignment on the top priorities with our customers. Their top three requests were governance tooling, policy management capabilities, and container orchestration features. Their budgeting priorities were cost optimization tools, savings mechanisms, and billing parity. All of which appeared on the prioritization dashboard's Top 10 ranking, proving the program's ability to ingest demand signals and produce the best rankings that serve the customer and business. 80% of customer feedback indicated increased trust in the company's prioritization transparency, differentiating the company from competitors who lack transparent prioritization frameworks.