JULIAN MERCER

SENIOR TECHNICAL PRODUCT MANAGER

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PROFESSIONAL SUMMARY

Senior Technical Product Manager with 9+ years leading platform, API, and infrastructure products at Stripe, Datadog, and IBM. Aligns engineering architecture with customer needs, drives reliability and developer adoption, and mentors product managers.

PROFESSIONAL EXPERIENCE

Senior Technical Product Manager Apr 2024 - Present
Stripe, San Francisco, CA

- Lead the payments reliability platform roadmap with 24 engineers across three teams, reducing API incident minutes 38%.
- Coached two associate product managers on technical specs, architecture reviews, and measurable launch goals.
- Established an architecture decision record process with staff engineers that shortened cross-team design reviews from three weeks to two.

Technical Product Manager Aug 2022 - Mar 2024

- Defined a versioning and deprecation policy with Engineering and Support, cutting breaking-change escalations 44%.
- Introduced developer-adoption metrics for time to first successful call, improving median setup from 41 to 26 minutes.
- Partnered with Security and Legal on audit logging requirements that unlocked eleven enterprise contracts.

Technical Product Manager Jun 2020 - Jul 2022
Datadog, New York, NY

- Owned the integrations platform used by 600 vendors and customers, growing active integrations 52% over two years.
- Prioritised ingestion performance work with Engineering that improved query latency at p95 by 29%.
- Wrote product requirements for a new alerting workflow, driving adoption by 35% of eligible enterprise customers.
- Ran quarterly architecture reviews with staff engineers, reducing duplicate service proposals across two product areas.

Software Engineer Aug 2017 - May 2020
IBM, Raleigh, NC

- Built and maintained backend services for a cloud monitoring product, improving test coverage from 61% to 82%.
- Automated deployment checks that reduced failed releases by 30% across a team of ten engineers.
- Contributed to a service migration to containers that cut average deployment time from 45 minutes to 15.

CORE SKILLS

Platform strategy | API product management | Technical roadmapping | System architecture | Developer experience | Reliability engineering | Product metrics | SQL | Observability | Security requirements | Cross-team leadership | Jira | Mentoring | Deprecation strategy

EDUCATION

B.S. in Computer Engineering, North Carolina State University, Raleigh, NC

CERTIFICATIONS

AWS Certified Cloud Practitioner