

JULIAN MERCER

TECHNICAL PROGRAM MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Technical Program Manager with 10+ years of experience delivering distributed-platform, cloud, and reliability programs at Amazon, Microsoft, and Cloudflare. Aligns architecture, dependencies, capacity, migrations, and operational readiness across engineering organizations.

PROFESSIONAL EXPERIENCE

Senior Technical Program Manager Amazon, Seattle, WA

Jul 2022 - Present

- Led migration of 140 services to a new identity platform processing 11B daily requests, completing rollout with 99.995% availability through the next steering review.
- Built technical dependency maps and version contracts across 26 teams, reducing integration-related schedule slips 42%.
- Established load, failover, observability, and rollback gates, detecting 17 launch-blocking issues before production.
- Coordinated capacity planning for a 3.4x traffic forecast, avoiding \$8.6M in premature infrastructure commitments.
- Ran architecture and risk reviews with principal engineers, closing 91% of critical decisions within two weeks.

Technical Program Manager Microsoft, Redmond, WA

May 2019 - Jun 2022

- Directed Azure data-plane modernization across nine services and 420 enterprise tenants, reducing p95 latency 31%.
- Sequenced schema, SDK, and client migrations with backward-compatibility milestones, reaching 97% adoption before deprecation across accountable delivery teams.
- Created SLO and error-budget reviews that reduced repeat severity-one incidents 36%.
- Automated release evidence and compliance reporting, saving engineering managers 2,100 hours annually.

Technical Project Manager Cloudflare, San Francisco, CA

Jan 2018 - Apr 2019

- Coordinated edge-network rollout across 34 data centers, increasing regional capacity 48% without customer downtime.
- Managed hardware, network, software, and security dependencies across six vendors and four engineering groups.

Project Engineer Cloudflare, San Francisco, CA

Aug 2016 - Dec 2017

- Built incident-readiness exercises that reduced median regional failover time from 23 to eight minutes.
- Introduced launch scorecards linking technical criteria to customer traffic and risk exposure.

CORE SKILLS

Technical program management | System architecture | Cloud platforms | Distributed systems | API migrations | Dependency management | SLOs | Capacity planning | Reliability | Release management | Incident readiness | Security | Jira | SQL | Executive communication

CERTIFICATIONS

AWS Certified Solutions Architect - Professional | Project Management Professional (PMP) | Google Cloud Professional Cloud Architect

EDUCATION

B.S. in Computer Engineering, Virginia Tech, Blacksburg, VA