

# Rahul Singh

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Strategic and results-driven **Technical Program Manager** with 16+ years of experience leading **large-scale programs, data-driven decision-making, and cross-functional collaboration** across **Big Tech, eCommerce, and FinTech**. Adept at **driving end-to-end program execution, streamlining processes, and enhancing operational efficiency** while ensuring seamless integration across engineering, analytics, and product teams. Strong expertise in **cloud platforms, large-scale distributed systems, automation, and quality engineering**. Proficient with Kibana (ELK Stack) and experienced in creating dashboards and reports for real-time monitoring. Led testing and certification of NFC and Signature Capture (SigCap) devices for real-time transaction validation, ensuring compliance across 50+ global merchants and maintaining <0.1% integration failure rate.

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## CORE COMPETENCIES

- **Stakeholder Management**
- **Agile & Waterfall Methodology**
- **Project/Quality Management**
- **Roadmap Prioritization**
- **Problem Solving Risk Management**
- **Data Driven Decision Making**
- **Feedback Loop Management**
- **Resource Allocation**

## SKILLS

- *Engineering Leadership & Management:* Team Leadership, Strategic Planning, OKR Setting, Engineering Leadership, Mentoring
- *Test & Quality Engineering:* Test Automation, API Testing, UI Testing, Performance Testing, Regression Testing, Quality Engineering
- *CI/CD & Software Development:* REST API, SOAP, CI/CD Pipelines, Java, JavaScript, SDLC, JIRA
- *Programming & CS Fundamentals:* SQL, Data Structures, Algorithms
- *Tools & Frameworks:* Selenium, TestNG, Postman, Jenkins, SOAtest, Git, JIRA, Splunk
- *Big Data & Analytics:* Kafka, Spark, Flink, Data Warehousing, SQL, Python, Tableau
- *Cloud & Infrastructure:* Docker, Kubernetes, Grafana, Kibana, Cloud Technologies, Developer Infrastructure, Large Scale Distributed Systems, Multi-tenant Systems, Data Warehousing
- *Metrics & Process Management:* DORA Metrics, Quality Metrics, Release Management, Process Improvement, Agile Methodologies, Change Management, KPI
- *Communication & Problem Solving:* Stakeholder Communication, Collaboration, Conflict Resolution, Root Cause Analysis, Risk Management, Analytical Thinking
- *Training & Mentorship:* Coaching Teams, Skill Development

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## PROFESSIONAL EXPERIENCE(Last 3)

### Engineering Leader -TPM/QA, Tiktok Inc, Bellevue, WA (Nov 23– Present)

- **Led global Technical Program Management (TPM) efforts** for TikTok's **Data Analytics Platform**, driving **cross-functional program execution** for **Seller, Creator Partner, and Brand Portals** (serving **350K+ Weekly Active Users**).
- Drove end-to-end program execution for TikTok Data Analytics Team of Seller, Creator Partner, and Brand Portals, ensuring seamless feature releases for US & UK markets (350K+ WAU).
- **Spearheaded data pipeline quality initiatives**, managing **real-time vs. offline data pipelines** (~100TB/day) and reducing **data quality issues by 30%** through robust testing and monitoring.
- **Implemented Agile frameworks** for a 40-member team, improving **sprint velocity by 25%** and accelerating time-to-market by **10%**.
- **Defined and aligned OKRs**, ensuring **100% roadmap milestone achievement** across multiple global teams.
- **Orchestrated roadmap planning and executive stakeholder meetings**, driving **20% improvement in feature delivery QoQ** through process standardization.
- **Developed real-time KPI dashboards**, enhancing **data visibility and decision-making**, increasing seller onboarding by **25% QoQ**.
- **Led cross-functional alignment across 40+ engineering, product, and analytics teams**, reducing **feature blockers by 30%**.
- **Identified and mitigated program DW risks**, implementing proactive strategies that reduced **critical failures by 40%** and improved system uptime to **99.95%**.

### Manager, Indeed, Austin, TX (Dec 22 – Nov 23)

- **Optimized CI/CD pipelines**, implementing **Push-on-Green workflows** that reduced **manual testing by 50%** and accelerated feature rollouts by **30%**.
- **Led stakeholder communications** across engineering, analytics, and business teams, ensuring seamless alignment on **strategic initiatives**.

**Staff Engineer**, Visa, Austin, TX (Aug 18 – Dec 22)

- **Spearheaded SOAP-to-JSON API migration**, improving translation accuracy to **99.9%** for **1M+ API requests/day** across 100+ merchants.
- Delivered high-accuracy BIN Lookup service, processing 500K+ daily validation requests, improving latency by 20%, and supporting 50+ global payment partners
- Orchestrated SOAP-to-JSON migration, ensuring 99.9% translation accuracy for 1M+ daily API requests, cutting integration errors by 25% across 100+ merchants
- Led EMV certification & transaction validation, ensuring Google Pay & Apple Pay compliance across global networks
- **Managed payment gateway certification** across 10+ data centers, ensuring **1M+ transactions/day** with a **99.95% deployment success rate**.
- Partnered with DevOps & release teams, achieving 99.95% deployment success, conducting failover testing, and reducing downtime by 30% in critical releases
- **Orchestrated global deployment of an account validation service** (handling **1M+ daily validation requests across 200+ countries**), reducing **processing errors by 30%**.

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## EDUCATION AND CERTIFICATIONS

Google Project Management Professional Certificate(in progress), *Feb 25*

Microsoft Program Management Fundamentals, *Feb 25*

MIT Designing Building AI Product and Services, *Oct 23*

MIT Blockchain Disruptive Technology, *Apr 21*

Scrum Alliance Certified Scrum Master, *Sep 214*

*RGPV, Bhopal, MP, 2008 , Bachelor of Engineering CS*