Rick Imai

Irvine, CA • rick.imai@gmail.com • 310-408-7085 • linkedin.com/in/rickimai

Executive Summary

Staff Technical Program Manager with 20+ years identifying and championing platform initiatives that advance developer productivity, system reliability, and operational efficiency. Proven track record leading cross-engineering programs that shape technical architecture, drive platform adoption, and deliver foundational capabilities serving hundreds of internal users at scale. Expert at building innovative solutions from ground up through deep technical engagement with distributed systems and platform engineering teams.

Core Competencies

Platform Development • Developer Experience • Self-Service Capabilities • Platform Adoption • API Design & Integration • Internal Tooling • Developer Productivity • System Reliability • Platform Architecture • Operational Efficiency • Cross-Team Enablement • Technical Program Leadership • Platform Strategy • Observability & Monitoring

Professional Experience

Amazon Web Services (AWS) | San Diego, CA

Senior Technical Program Manager—Security Data Platforms | Feb 2024 - Present

Lead platform engineering initiatives across distributed data systems, query infrastructure, and developer tooling for exabyte-scale security analytics platform serving 100+ internal teams. Drive architecture decisions and technical strategy through deep engagement with engineering teams to deliver self-service capabilities and operational efficiency gains.

- Identify and champion platform automation initiatives improving developer productivity and system reliability, building self-service provisioning, deployment pipelines, and observability capabilities from ground up reducing deployment time 60% across 50+ teams

- Build self-service platform capabilities serving 100+ internal security teams, designing delivery and validation frameworks that reduced integration time from 6 weeks to 5 days through standardized onboarding processes and API design

- Drive platform operational excellence through automated monitoring, cost telemetry, and performance dashboards enabling teams to independently optimize resource utilization and troubleshoot issues without platform dependencies

- Shape multi-year internal platform roadmap through annual OP1 planning with engineering leadership, defining platform capabilities, success metrics, and adoption strategies that enable teams to scale independently

- Establish reusable automation infrastructure consolidating 24 redundant team-specific implementations into single platform capability adopted enterprise-wide improving efficiency and reducing maintenance overhead

Amazon Stores | Irvine, CA

Senior Technical Program Manager—FinTech | Jul 2021 - Feb 2024

Lead cross-team delivery of internal platform capabilities enabling data engineering, ML engineering, and finance teams to operate independently. Partner with platform engineering teams on self-service tooling, APIs, and developer experience improvements.

- Lead cross-functional delivery of AI/ML analytics platform building self-service forecasting capabilities enabling scenario modeling across 10 financial KPIs, reducing analysis time 99% (3 weeks → 10 minutes) and enabling finance teams to operate independently

- Establish operational handoff framework between data science teams and engineering teams, defining SLAs, monitoring standards, and production deployment processes enabling seamless transition from experimentation to production-scale inference

- Enable 200+ engineers across 8 teams by establishing operational excellence framework for 150+ data pipelines, implementing self-service KPI dashboards and CI/CD automation templates achieving 90% automation coverage

- Partner with engineering teams to translate business requirements into technical architecture for platform capabilities, delivering automated reporting pipelines improving data accuracy and stakeholder visibility

Charles Schwab & Co., Inc. | Westlake, TX
Managing Director—Technology Portfolio Governance | Mar 2019 - Apr 2021

Govern enterprise technology platform portfolio spanning 50+ projects. Influence cross-functional architecture decisions across cloud platforms, identity systems, and internal tooling through deep technical engagement with engineering teams.

- Governed $50M+ enterprise platform portfolio establishing delivery rhythms and technical engagement mechanisms enabling leadership to prioritize platform investments and manage trade-offs

- Built enterprise analytics platform aligned to industry frameworks, delivering automated dashboards providing self-service visibility for teams across business units

- Influenced cross-functional architecture decisions across cloud platforms, identity systems, and threat detection through deep technical engagement with engineering teams and platform architects

Experian PLC | Allen, TX & Costa Mesa, CA
Sr. Director—Platform Programs & Enterprise Systems | 2014 - 2019

Led enterprise platform transformation spanning data platforms, identity systems, and internal tooling. Partnered with engineering teams to design platform capabilities serving global operations across five regions.

- Built Platform Management Office from the ground up, hiring and mentoring 20+ program managers while establishing standardized delivery processes and platform governance frameworks adopted enterprise-wide

- Led portfolio of ~100 platform initiatives delivering measurable capabilities—raised organizational maturity by +0.76 CMMI points through systematic introduction of platform development best practices

- Drove complex technical decisions across portfolio of platform capabilities aligned to corporate strategy, partnering with executive leadership on investment framework and technical prioritization

IT Director—Global Corporate Systems | 2011 - 2014

Led team of 6 developers building enterprise PPM platform enabling portfolio management and resource planning across global organization. Delivered self-service capabilities improving adoption and user productivity.

Earlier Experience | 2007 - 2011

Experian PLC — Senior Manager, Global PMO | Allen, TX Led team of 20 Technical Program Managers delivering 75+ global programs annually, establishing PMO governance standards and cross-organizational coordination frameworks.

Education & Certifications

University of California, Irvine — B.A. Social Sciences

Certifications: Project Management Professional (PMP) | Certified Scrum Master (CSM) | ITIL Foundation | AWS Certified Cloud Practitioner (CLF-C02)

Technical Proficiencies

Internal Platform Development: Self-service tooling, API design & integration patterns, adoption frameworks, multi-tenant architecture, platform governance, developer experience optimization • Cloud & Data Platforms: AWS (SageMaker, EC2, S3, Lake Formation, Glue, Athena, CloudWatch, Kinesis), distributed systems architecture, data lakes, Apache Spark, Airflow, Trino, SQL • Platform Engineering: Container orchestration, deployment pipelines, observability frameworks, monitoring systems, platform reliability • Program Management: JIRA, Confluence, Asana, stakeholder management, cross-team coordination • Methodologies: Agile, Scrum, platform development frameworks, DevOps practices