

KHURRAM JIWANI

Technical Product Manager

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PROFESSIONAL SUMMARY

Technical Product Manager with 8+ years leading platform and infrastructure products across enterprise software and B2B2C systems. Proven ability to bridge technical teams and business stakeholders, delivering solutions that reduce costs and scale with growth.

CORE COMPETENCIES

Technical Expertise: AWS, Kubernetes, Docker, Terraform, Python, Java, REST APIs, CI/CD, GitLab

Product Leadership: Technical Roadmapping, Stakeholder Management, Cross-functional Coordination

Domains: Developer Tools, Cloud Platforms, Enterprise SaaS, B2B2C Systems

PROFESSIONAL EXPERIENCE

TOYOTA CONNECTED NORTH AMERICA | Plano, TX

Product Manager - Cloud Engineering & DevOps Platform | March 2025 – Present

- Lead cost optimization identifying \$500K in projected annual savings through tool consolidation and monitoring enhancements, contributing to \$2M cost reduction OKR
- Drive AI tooling pilot across 25-person group to improve developer productivity and code quality, coordinating vendors, security, and DevEx teams while tracking bi-weekly metrics
- Established maintenance roadmap for 9 core systems extending upgrade visibility from 2 weeks to 1 quarter, reducing unplanned downtime and improving service reliability
- Redesigned quarterly planning process reducing meeting cycles and accelerating leadership decision-making

NEW RELIC INC. | Dallas, TX

Technical Product Manager - Cloud Platform Services | March 2023 – November 2024

- Led initiative with 14 engineering teams reducing infrastructure provisioning from 3 weeks to 10 hours, enabling product teams to deploy customer-facing features faster
- Identified bottlenecks through stakeholder interviews and facilitated workflow parallelization, migrating teams off legacy tooling with 10+ successful deployments
- Delivered \$1.2M in annual cost savings by accelerating provisioning cycles and eliminating extended dual-infrastructure operations

PDI TECHNOLOGIES | Chicago, IL

Technical Product Manager - Loyalty Platform | July 2021 – March 2023

- Led technical integration delivering Fortune 500 client's first digital loyalty platform, coordinating offshore engineering and third-party mobile developers across multiple systems
- Partnered with CTO to design API contracts and solutions, writing Python automation scripts for client requirements including automated point bonuses and offer management
- Delivered real-time loyalty platform serving 8K pilot users with personalized offers driving customer engagement, scaling to support 250% growth while managing technical escalations

SLALOM CONSULTING | Dallas, TX

Technology Consultant & DevOps Engineer | June 2019 – July 2021

- Delivered enterprise transformation programs for Fortune 500 clients requiring complex technical coordination and stakeholder management
- Built CI/CD pipelines and DevOps infrastructure for 15 engineering teams using GitLab, Kubernetes, and Docker

GENERAL MOTORS | Detroit, MI

Software Engineer | 2016 – 2019

- Built 3 full-stack manufacturing applications (AngularJS, Java Spring Boot) serving plant workers with vehicle location tracking, parts management, and recall remediation workflows

BAREWARDS LLC | Austin, TX

Founder & Chief Technology Officer | February 2018 – September 2021

- Founded B2B2C loyalty platform from concept to MVP, designing cloud-native architecture for real-time transaction processing and securing initial restaurant partnerships

EDUCATION

University of Texas at Austin

Bachelor of Science in Mathematics, Scientific Computation with Certifications: Business Foundations, Elements of Computing (CS)

Languages: English, Urdu, Hindi, Spanish

Authorization: U.S. Citizen