MARC-ANDRE GOULET

Sr. Technical Program Manager / Technical Lead / AWS Expert / Cross-Functional Team Leader

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WORK EXPERIENCE

Amazon   **Seattle, WA**
Senior Technical Program Manager   Apr 2021 – Present

- Led and scaled a quarterly portfolio demand refresh program, managing 75+ programs across 7 product lines, forecasting $22B in lifetime sales.
- Owned decision science team infrastructure, including resolver groups, ticketing systems, security vulnerabilities, system patches, and AWS resource administration.
- Built several AWS systems, such as data pipelines for forecast aggregation, alert systems, and Slack-integrated notification systems, resulting in 20h/month reduction in manual effort.
- Launched decision-support systems driving multi-million dollar go/no-go decisions for Amazon Devices.
- Established robust, multi-cadence change management systems (quarterly, monthly, weekly), significantly enhancing process efficiency and inter-team communication.
- Acted as a de facto software development manager, leading feature work on TurboMix and mentoring junior scientists, effectively doubling team productivity.

Mitsubishi Aircraft Corporation   **Moses Lake, WA**
Simulation Manager, Flight Test Operations   Mar 2019 – Mar 2021

- Single-threaded owner responsible for US-based test rigs, ensuring seamless operation and coordination with Japanese design office.
- Successfully managed a complex relocation project, consolidating all avionics test equipment into a dedicated flight test center, including critical facility and electrical upgrades.
- Oversaw training facilities for test pilots, enhancing their readiness for in-flight test maneuvers and improving overall test efficiency.
- Utilized ASIR static avionics test rig for pre-flight hardware/software experimentation, leading to significant improvements in test processes.
- Established and maintained a close partnership with a major US-based avionics manufacturer, facilitating end-to-end testing and troubleshooting of avionics software issues.

CAE   **Montreal, QC, Canada**
Program Manager   Apr 2018 – Mar 2019

- Successfully partnered with Singapore Airlines to deliver a Boeing 787 full flight simulator ($15M+ training device), overseeing all program management phases and achieving on-time delivery.
- Secured Level D certification through rigorous certification testing with the Civil Aviation Authority of Singapore, validating the simulator's high fidelity and operational readiness.
- Effectively managed stakeholder relationships and coordinated engineering teams across multiple locations, ensuring project success and customer satisfaction.

JAL-CAE Flight Training   **Tokyo, Japan**
Technical Operations Manager   Mar 2015 – Apr 2018

- Managed Japan Airlines' synthetic flight training devices, ensuring highest certification levels with the Japanese Civil Aviation Bureau (Level D).
- Implemented and optimized a 24/7 operation schedule, managing a rotating and on-call shift for the technical team.
- Partnered with international airlines for urgent technical issue resolution and AOG parts dispatch, reducing downtime and lost revenues by $160K per year.
- Assisted airlines in the APAC region with technical device issues, enhancing regional collaboration and knowledge sharing.
- Supervised a team of 29 technicians and engineers, boosting team morale and efficiency.
- Overhauled the procurement department, which maximized financial efficiency for our $900,000 annual operational budget.
- Upheld the training center's reputation as a top-flight training facility, maintaining superior service standards.

CAE   **Montreal, QC, Canada**
Engineering Manager - Software Development   Dec 2013 – Mar 2015

- Led a team of 15 software engineers in developing simulated autopilot systems for various civil and military applications.
- Coordinated with integration and test teams to align simulations with aircraft design, deploying personnel on-site as needed to facilitate real-time collaboration and problem-solving.

- Identified and mitigated technical risks, making critical engineering trade-off decisions to ensure on-time and on-budget delivery of projects.

Software Development Engineer   Nov 2006 – Dec 2013
- Designed, developed, and tested aerodynamic software simulations for various commercial and business aircraft.
- Partnered with aircraft manufacturer Dassault to develop upgraded nosewheel steering system on the Falcon 7X business jet.
- Troubleshooted and debugged issues on customer sites to ensure simulations met the required regulatory body requirements, enhancing customer satisfaction while ensuring compliance.

EDUCATION

McGill University   **Montreal, QC, Canada**
Bachelor of Engineering in Mechanical Engineering   Aug 2002 – Jun 2006
- **Courses**: Aerospace specialization

PROJECTS

Home Lab and Self-Hosting Environment
Personal Project   Jan 2018 – Present
- Built and managed a home lab using Raspberry Pi, demonstrating practical skills in networking and systems integration.
- Self-hosted a dockerized Streamlit app across different machines, ensuring high availability through a Nginx load balancer.
- Managed a robust data layer with a cluster of MongoDB and MariaDB instances.
- Hosted a personal media stack, showcasing expertise in media management and content delivery.
- Strong advocate and user of Free and Open Source Software (FOSS), contributing to and utilizing various open-source projects.

LICENSES AND CERTIFICATIONS

Certified Cloud Practitioner
Issued by *AWS*   May 2024

Project Management Professional (PMP)   ID: 2309888
Issued by *Project Management Institute*   Jan 2019

Improving Deep Neural Networks: Hyperparameter Tuning, Regularization and Optimization   ID: L5WXH8MWM334
Issued by *deeplearning.ai via Coursera*   Jan 2018

Neural Networks and Deep Learning   ID: QDG9GKGMU2TZ
Issued by *deeplearning.ai via Coursera*   Feb 2018

SKILLS, LANGUAGES, INTERESTS

- **Languages**: French (Native speaker), English (Fluent)
- **Soft Skills**: Attention to details, Goal oriented, Organization, Communication, Leadership, Public Speaking, Critical Thinking, Persuasive Writing
- **Programming**: Python, SQL, PostgreSQL, MongoDB, HTML, CSS, Javascript, Typst, LaTeX
- **AWS**: S3, Lambda, EC2, SNS, SQS, API Gateway, CloudFormation, EventBridge, ECR, RDS, Route 53
- **Tools**: Linux, Git, Docker, Visual Studio Code, Mermaid, Graphviz, Microsoft Word
- **Web Development**: Streamlit, Flask
- **BI & Data Analytics**: Microsoft Excel, Jupyter, Numpy, Pandas, Plotly