

Nitin Chandola

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SR. TECHNICAL PROGRAM MANAGER

Competent program manager with an established reputation for delivering scalable technology and business solutions.

Recognized for managing ambiguity and influencing cross-functional/multi-disciplinary teams to meet company objectives and key results/OKRs. Adept at using agile methodologies & tools to lead all phases of a program and effectively prioritizing backlogs, communicating schedules, and status to all levels in the company. Keen ability to dig deep and innovate to solve complex technical problems and has a penchant for bias for action.

AREAS OF EXPERTISE

Complex Project & Program Management • Agile Methodologies & Tools • Product Ownership
Release Planning & OKRs • Cross-functional team engagement • Cloud Technologies

CREDENTIALS AND LICENSES

- PMP - Project Management Professional, *Project Management Institute*, ID: 1828167, *Active*.
- CSM - Certified Scrum Master, *Scrum Alliance*, CSM ID: 444751, *Expired*.
- Completed Training: Scaled Agile / Leading SAFe 5.0, *CPrime*, Jan 2020.

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

ARGO AI, Palo Alto, CA

Sr. Technical Program Manager, May 2020 - Oct 2020

Successfully launched key network capabilities to offboard data from an Autonomous Vehicle directly to the cloud. Leading a critical initiative to streamline continuous integration for key code pipelines using Bazel.

Key Responsibilities

- Ownership of existing OKRs, prioritized backlog. Work closely with engineering teams to execute roadmap
- Drive discussion with Leadership Team, Product Management and Engineering teams for roadmap planning
- Lead all aspects of program management, including stakeholder management, communications, etc.

INSTACART, San Francisco, CA

Sr. Technical Program Manager, Feb 2020 - May 2020

Successfully launched advertising features on the Instacart and Unata (subsidiary) platforms. Actively supporting Product Mgmt., BD & Sales, and Leadership Team with Q2 & 2H 2020 roadmap planning.

Key Responsibilities

- Lead business rules review and prioritization of development activities to support company OKRs.
- Facilitate technical integration discussions between disparate systems within Instacart.
- Influence cross-functional teams (PM, BD/Sales, Legal, Engineering, Analytics) to meet company OKRs
- Communicate schedules, priorities, and status to all levels in the company.

AMAZON, Sunnyvale, CA/ Seattle, WA (June 2016 - Dec 2019)

Sr. Technical Program Manager - Lab126 / Alexa Household Domains, Jun 2019 - Dec 2019

Successfully launched Alexa Household Organization Kitchen features globally (US, CA, MX, IN, AU, UK, ES) in English, Spanish, and Hindi languages, within three months of joining Alexa business unit.

Key Responsibilities

- Led all aspects of program management, including stakeholder/leadership alignment and communication, to successfully deliver Alexa HHO features globally.
- Successfully aligned country team leadership to support Alexa HHO goals.

- Prioritized readiness work streams to support Alexa HHO internationalization - SLU (Speech Language Understanding), NLP (Natural Language Processing), catalog ingestion, and ML model training.

Sr. Technical Program Manager - AWS / Identity and Access Management, Jun 2016 - May 2019

Delivered multiple AWS platform features from inception to launch. Successfully launched a public facing AWS Platform API and CLI solution - Resource Groups Tagging API. Executed AWS wide integration campaigns and scaling projects for AWS Platform – Identity and Access Management (IAM).

Key Responsibilities

- Enabled cost-allocation reporting for all major chargeable AWS services by increasing integration of AWS tagging metadata service from 8 to 49 chargeable AWS services within two years.
- Improved security stance and customer experience by completing an AWS wide campaign for consistent IAM authorization scheme across AWS services.
- Led technical initiatives to improve metadata service scalability and support future growth - reduced latency from p99 120 ms to p99 20ms for mutate and p99 85 ms to under p99 20ms for read operations.
- Led process initiatives to improve customer on-boarding/integration through new and improved knowledge management, launch processes, and code template and packages.
- Supported engineering teams to launch new features and exceed annual operational and security goals.
- Communicated schedules, priorities, and status to all levels in the company, including AWS SVP, all AWS VPs, GMs, Directors, and AWS Product Management team.

PERSONAL BREAK (Sep 2015 - May 2016)

Took a hiatus to spend some time with my parents in India.

EARLIER CAREER

ACCENTURE, San Jose, CA

Manager, Jun 2010 - Aug 2015

FEDERAL RESERVE BANK OF SAN FRANCISCO, San Francisco, CA

Senior Project Consultant, Sep 2009 - May 2010

CHANDOLA ASSOCIATES, San Francisco, CA

Entrepreneur / Software Engineer, Sep 2004 - Aug 2009

BLACKBAUD, Charleston, SC

Senior Software Engineer, Jul 2003 - Aug 2004

MANHATTAN ASSOCIATES, San Francisco, CA

Senior Software Engineer, Mar 1999 - Jun 2003

TATA CONSULTANCY SERVICES, San Francisco, CA

Software Engineer, May 1997 – Feb 1999

EDUCATION

CARNEGIE MELLON UNIVERSITY, Pittsburgh, PA

M.S. Information Technology Candidate (Distance Track Part-Time – In Progress)

INSTITUTE OF ENGINEERING AND TECHNOLOGY, Lucknow, Uttar Pradesh

B.S. Electrical Engineering (May 1997)