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Technical Program Manager

Program Management | Technical Support | Customer Experience Strategy | Stakeholder Alignment | Platform Scalability

PROFESSIONAL SUMMARY

Technical program management leader with deep experience in large-scale platform development, enterprise APIs, and ML data operations across industry leaders including TomTom, Google, LinkedIn, Yahoo, and Facebook. Skilled at aligning cross-functional teams to deliver production-grade systems, translating ambiguous business needs into structured, scalable programs through delivery frameworks, platform enhancements, and stakeholder accountability. Resolve complex technical and data challenges by designing pipelines, guiding global vendor teams, and enabling cross-functional teams to meet shared engineering goals. Proven track record of reducing enterprise escalations by 90%+ while delivering trustworthy, developer-facing solutions at scale.

- **Cross-Functional Program Leadership** – Lead initiatives across Product, Engineering, and Operations, resolving roadblocks and accelerating delivery by aligning priorities and translating open-ended problems into structured action.
- **Platform Scalability & API Integration** – Design and implement scalable systems that integrate client feature requirements and technical constraints, ensuring delivery of production-grade solutions across APIs and ML pipelines.
- **Quality Engineering & Data Operations** – Manage global vendor QA teams and structured data programs, improving accuracy and relevance of geospatial, search, and annotated datasets for high-impact ML applications.

AREAS OF EXPERTISE

AI Systems | Data Pipelines | Geospatial Data | Machine Learning | API Integration | Enterprise Support | Roadmap Alignment | Annotation Workflows | Human Computation | QA Programs | Structured Delivery | Issue Escalation & Resolution | Root Cause Analysis | Knowledge Base Development | KPI Monitoring | SLA & Workflow Management | Vendor Operations | Client Onboarding | Documentation | Search Relevance

WORK EXPERIENCE

Technical Customer Program Manager at TomTom – Maps, Location Technology

January 2021 – July 2025

Represented enterprise clients in product-facing discussions to improve map data quality and enhance API response relevance by partnering with Product teams to advocate for prioritization and timelines.

- Led onboarding, product training, and support for enterprise clients across the Americas and EMEA using map APIs, SDKs, and uncompiled data services.
- Defined feature requirements by synthesizing customer feedback and usage data; collaborated with product and engineering to optimize roadmap fit.
- Partnered with external vendors and internal teams to reduce integration cycles and enhance location intelligence reliability.
- Conducted success assessments to identify gaps in adoption and proactively mitigate churn risks.
- Escalated large-scale bug reports impacting uncompiled map data quality and API-level enhancements as related to new parameter support and expanded data exposure for new use cases.
- Coordinated with Product teams to identify, acquire, and ingest new data sources, ensuring improvements in data quality.
- Ensured roadmap commitments were met by holding stakeholders accountable to delivery timelines and prioritization aligned with enterprise client goals.
- Reduced open ticket volume by 95% within one year by implementing structured triage workflows, consolidating similar cases, and holding product units accountable for resolution, significantly improving service responsiveness.
- Supported 15–20 enterprise clients by coordinating engineering and data ingestion teams, streamlining API onboarding, QPS escalations, and technical triage.
- Revived business-critical enterprise requests by surfacing legacy commitments, realigning priorities with Product teams, and securing roadmap inclusion with a committed delivery timeline.

Program Manager at LinkedIn – Human Computation, Machine Learning Data Annotation January 2020 – January 2021

Provided leadership for managing end-to-end workflows for human computation projects across LinkedIn's search and relevance verticals (Jobs, News, Company, Media), driving labeled data creation for AI/ML model training and evaluation.

- Partnered cross-functionally with data scientists and Machine Learning engineers to scope valid and reliable test designs, ensuring accurate measurement while managing scope and rater fatigue.
- Drove structured execution, program ownership, and strong cross-functional collaboration in a high-velocity ML data environment.
- Authored instructional guidelines and led global vendor teams of up to 300 through crowdsourced data annotation initiatives, standardizing rating practices, defining QA thresholds, and delivering high-quality labeled data to support machine learning model training across multiple markets and languages.

Data Analyst at Verizon Media – Search Verticals and Mail

July 2018 – July 2019

Engineered personalized content experiences by extracting and structuring metadata from dynamic email formats, enabling seamless integration with recommendation systems across mail and search platforms through cross-functional collaboration.

- Used JavaScript and XPath for integration across Yahoo Mail and personalization surfaces. Investigated HTML/XML metadata to isolate relevant text and images for inline display and use in content and vertical recommendation modules.

Data Analyst at Facebook – Maps

July 2017 – July 2018

Validated OpenStreetMap (OSM) improvement efforts by editing road networks and building footprints, applying human-in-the-loop QA to machine-generated outputs to enhance spatial accuracy and support reliable geolocation and routing intelligence.

- Reviewed satellite imagery and metadata to refine map data quality in support of Facebook's global mapping platform.
- Contributed to a broader initiative to enrich geospatial coverage in emerging markets through open data collaboration.

Project Manager at Yahoo Inc – Search Operations, Data Annotation

March 2013 – February 2016

Managed a team of five contractors. Directed data labeling operations and built a custom task management system to guide issue triage and escalation, including training and oversight of contractors to ensure high-quality annotations for feature refinement.

- Directed Yahoo's Algo Search Escalations team in triaging search ranking and relevance issues across desktop and mobile platforms, serving as primary escalation liaison with Bing Search (Desktop) and Yahoo Search (Mobile).
 - Built a structured task management framework and led root cause analysis to drive resolution ownership and maintain operational continuity.
- Managed Yahoo's internal query triage platform, maintaining structured taxonomies for root causes, symptoms, and vertical metadata to ensure high-fidelity issue routing across engineering, product, and editorial teams.
- Directed structured data labeling efforts by creating detailed test guidelines, training raters, and reviewing annotation performance to support downstream feature quality and entity recognition.
- Managed annotation projects from guideline creation to dataset delivery, ensuring structured data quality for training and evaluating ranking and relevance algorithms.
- Worked closely with engineers to design test sets, generate annotated results, and integrate feedback loops that improved algorithm performance and product accuracy.

Project Manager at Google – Maps Production

February 2011 – March 2013

Led a 30-member global vendor team responsible for QA, triage, and policy enforcement of Google Maps data across 25+ countries, ensuring map data integrity through country-specific assessment support and in-launch process guidance.

- Led in-ops phase of map development, guiding country specialists on providing structured feedback to external vendors; facilitated communication workflows/timelines to ensure accurate, timely input prior to map launch.
- Authored documentation and labeling protocols, enabling scalable geographic QA practices and improving onboarding and process adherence for country specialists evaluating map data quality.
- Spearheaded digitization of Greece's national basemap, identifying outdated government data, substantiating discrepancies with legislative documentation, and driving renegotiations with providers to secure accurate administrative hierarchies.
- Reconstructed Greece's National Road Network by researching historical and legislative sources dating to 1933, designing a structured road labeling program, and training a team of six on shield taxonomy, signage formats, and geospatial classification of primary, secondary, and tertiary roads.
 - Concurrently organized road labeling for Greece, overseeing classification of primary, secondary, and tertiary roads.
 - Led training and developed documentation for Greece's road network digitization—ensuring consistent labeling across shields, signage, and geospatial patterns using Street View validation and real-time support.

Structured Data Analyst at Yahoo – Search

November 2009 – February 2011

Labeled and evaluated search queries to support relevance tuning, taxonomy classification, and user intent interpretation.

- Conducted content analysis across query categories, applying structured guidelines and editorial frameworks.

EDUCATION

University of San Francisco – Masters of Arts in Sports Business Administration
Aristotle University - Masters of Science in Sports Pedagogy and Mass Populations
Democritus University – Bachelors of Science in Sports Pedagogy

CERTIFICATIONS

Galvanize - Software Engineering Bootcamp (Full Stack Certificate)

TECHNICAL SKILLS & TOOLS

Languages and Scripting: JavaScript | Node.js | HTML/CSS | SQL | RegEx | XPath | Python

Data & Databases: PostgreSQL | dBeaver | Excel

Tools & Platforms: Jira | Confluence | Salesforce | UHRS | Figure-Eight | Hive | MS Planner | Postman

Methodologies: API Integration | Agile Project Tools | Data Analysis & Visualization | QA Frameworks