Punit Shah

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PROFESSIONAL SUMMARY

As a seasoned Senior Technical Program Manager at Snowflake, I've spearheaded complex projects and initiatives, driving innovation and delivering exceptional results. With a solid foundation in program management, coupled with expertise in cloud technologies and agile methodologies, I've consistently exceeded expectations in leading cross-functional teams. Now, I'm ready to bring my skills and experience to a new challenge, eager to contribute to the success of a competitor company and drive transformative change in the industry.

PROFESSIONAL EXPERIENCE

Snowflake, *San Francisco*   September 2022 – Present

Senior Technical Program Manager

- Oversee the planning, execution, and delivery of projects related to build systems, CI systems, and test infrastructure.
- Work closely with engineering teams, product managers, and other stakeholders to understand requirements, prioritize tasks, and ensure alignment with business goals.
- Gather and analyze requirements from various teams to define project scope, objectives, and success criteria.
- Allocate resources effectively to ensure projects are adequately staffed and resourced for successful completion.
- Identify potential risks and develop mitigation strategies to minimize project disruptions and ensure timely delivery.
- Develop and maintain project timelines, setting realistic deadlines and milestones, and tracking progress against them.
- Communicate project status, updates, and risks to stakeholders regularly, ensuring transparency and alignment across teams.
- Improved Bazel build system adoption by 40% in 3 months
- Improved Dev Environment adoption by 30% in 4 months

H5 [is now Lighthouse Global], *San Francisco*   March 2021 – August 2022

Technical Program Manager, Product Release

- Partner & collaborate with engineering teams to drive design, development, testing & implementation plans to successfully build efficient and scalable products, features and services
- Manage cross-functional programs, lead, and prioritize strategic initiatives, build relationships and coordinate across multiple teams to manage dependencies and optimize resources
- Establish release plan and release windows across a portfolio of products
- Communicate all key project plans, commitments, risks & mitigation plans to executives and various stakeholders
- Lead agile workshops for both development and functional teams, as well as key stakeholders
- Promote and advocate a culture of continuous improvement, setting goals and milestones and being accountable for them

Gigster, *San Francisco*   September 2018 – February 2021
Technical Program Manager

- Built a new Product Support offering from ground up, resulting in 15 new engagements generating close to $1M in revenue in 9 months
- Automated deployments by implementing CI/CD across a portfolio of customers
- Created and developed Agile-informed processes resulting in faster deployment, smooth launches, and improved production support. Cut time spent for production deployment in half
- Collaborate cross-functionally with Engineering (Dev, QA, Performance, Security) and Business (Product, Marketing, Legal, Analytics) teams to champion customer needs, plan and prioritize features and drive new initiatives
- Proactively assess risk, raise flags, and resolve issues for timely execution of milestones and commitments
- Oversee strategy and planning for the customer lifecycle with application launches & production support, partnering with external technology partners and enterprise customers

H5, *San Francisco*   July 2014 – August 2018
Senior Manager, Project Services:

- Responsible for project coordination including planning and implementing content across all workflows while ensuring that security, risk, and compliance requirements were met
- Built, supervised, and mentored team of 5 database administrators, 3 system administrators, and 2 deployment engineers to manage H5 production infrastructure (IT, Production, Support teams), generating over $5M in revenue with 1,000+ users for SaaS company
- Developed & leveraged tools & processes to cut production deployment time by 90%, SQL clusters that reduced our SQL licensing cost by 50%, and tools & processes to perform application monitoring that improved debugging and support
- Manage technical dependencies between multiple projects, developing strong partnerships with technology and executive leadership.
- Implemented Jira ticketing system to replace Bugzilla

Lead Deployment Engineer: April 2010 – June 2014

- Led a team of database, deployment, and system engineers to deploy, support, and troubleshoot hardware and software bugs in H5 products. Supported troubleshooting of complex bugs for internal customers. Evaluated, installed, and supported various enterprise products like Symantec Vault, Microsoft Exchange Server, Microsoft FAST, VMWare, HyperV, NUIX, Relativity etc. for the product development and professional services team
- Deployed H5 software in a virtual environment like VMware & HyperV

International client-side deployments & project management:
- Deployed H5 software for a client in Macau, supporting a team of 20 users during the project cycle. (2011)
- Deployed a document reviewing and hosting software at the clients' office, supporting 25 users that were spread across Beijing and Shanghai. (2012)
- Deployed H5 software for a client in Beijing, supporting 10 users during the project cycle. (2013)

ADDITIONAL EXPERIENCES

H5 Asia Pacific Pvt. Ltd., *India*   July 2008 – March 2010
Deployment Engineer:

- Deployed new software releases in staging and production environments, providing technical support to end users by troubleshooting and resolving issues
- Provided feedback to QA & Engineering to improve the deployment process and overall quality of product

- As employee #2 and first member of the IT team at H5 Asia Pacific's Mumbai, led initial design, setup, installation, and configuration of the local network and all desktops in the office

EDUCATION AND CERTIFICATIONS

- Bachelor of Science in Computer Engineering, *Mumbai University, India*
- Certified SCRUM Master (CSM)
- Certified SAFe 5 Product Owner/Product Manager
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Snowflake: Hands On Essentials – Data Warehouse