RABIB ALAM

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HIGHLIGHTS OF SKILLS AND QUALIFICATIONS

- SW/FW Technical Program Manager with 5+ years of experience in software development across Data, Software, and AI-related projects, with recent experience optimizing Tesla Energy fleet health and Over-the-Air (OTA) updates, impacting 1M+ Tesla Energy products such as Powerwalls, Megapacks, and Superchargers.
- Proven experience in Machine Learning and Data Engineering, having launched personalized ads at Loblaw Digital, which had resulted in a 40% increase in click-through-rates and $10M in additional annualized revenue
- Domain Experience across Automotive (General Motors), Energy and Utilities (Tesla Energy) and E-Commerce and Ad-tech (Loblaw Companies Ltd. – Canada's Largest Grocery Chain)
- Have a knack for problem solving using a data driven approach vs anecdote: analyze data, build charts, and make decisions – proven by my experience improving OTA update efficiency for Tesla Energy Megapacks
- Tools & Tech Stack: JIRA, Confluence, Github, VSCode, Postman, Python, SQL, DBeaver, Periscope, Splunk
- Education:
    - Bachelor of Science in Petroleum Engineering
        - University of Alberta - Graduation on June 8th, 2017
    - Master of Science in Computer Science
        - Georgia Institute of Technology - currently enrolled

WORK EXPERIENCE

Meta
Technical Program Manager - AI Network Infrastructure – Menlo Park, CA
May 5th 2025 - present

- Lead program management of the software that lets thousands of Meta Training & Inference Accelerator (MTIA) chips share data at high speed collective communication layer, *and* the high-speed network paths that move that data within and between server racks (transport layer). Program projected to avoid $XB in capital spend and deliver X% IRR by 2030 while reducing reliance on third-party vendor stacks.
- Coordinate hardware, network, and AI platform teams to scale these data paths from chip-to-chip inside a server to rack-wide and cross-rack deployments, boosting large-model training throughput by X% and shortening bring-up time for new MTIA generations.
- Build and operate automated test & measurement pipelines that prove end-to-end latency, bandwidth, and reliability targets—chip → server → rack → data-centre— ensuring production AI models meet performance SLAs.
- Lead performance tune-ups during data-centre new-product introductions (NPIs): measure real-world network performance, pinpoint weak links, drive firmware/hardware fixes, and confirm deployments hit Meta's internal throughput and latency benchmarks.

Tesla Energy
Technical Program Manager – Service Engineering Firmware/Software Tools – Palo Alto, CA
February 22nd 2024 - April 22nd 2025

- Led program management (requirements gathering, executive updates, cross-team collaboration) for Tesla's brand-new fleet health monitoring tool which houses 600+ automated ticketing workflows for Superchargers, Megapacks, Powerwalls, etc., each detecting unique failure signatures. This tool improved fleet health monitoring and supported Tesla's 99% availability guarantee across energy products.
- Migrated 1M+ energy devices to Tesla's internal OTA platform, enabling large-scale rollouts that saved each service engineer 300+ hours per year, replacing error-prone script-based tools with automated deployments.

- Optimized industrial fleet OTA processes for Megapacks, identifying inefficiencies through SQL-driven data analysis and visualizations. Achieved this by implementing offline update and fail-fast capabilities, resulting in reduction in average site update time from 1 hour to 35 minutes in 6 months.
- Managed SDLC artifacts, including requirements gathering, risk assessments, technical documentation, and stakeholder communication, ensuring seamless execution of software initiatives across a team of 100+ Tesla firmware, software, and test engineers across multiple verticals.

Loblaw Digital - Canada's Largest Grocery Retailer's Digital Factory
Technical Program Manager - AI/ML & Data Engineering - Ads/Digital Media - Toronto, ON
July 13th 2022 - January 4th 2024
- Launched and managed two new programs across data engineering and ML to launch net new self serve capabilities on our in-house built ads platform, within 3 months for all banners under www.PCExpress.com
  - Led a program to launch machine learning-based personalized ads for Loblaw's e-commerce sites, to result in a 40%lift in click-through-rates and overall $10m+ increase in ad revenues.
  - Launched additional ad performance boosting features: GenAI based keyword suggestions, offline/store sales attribution, complementary ads model, and predictive analytics for advertisers to unlock $5m in additional annualized revenue
  - Enhanced ad tech data engineering tech stack: implemented distributed tracing to address latency issues, automated transformation scripts with DBT, and strengthened data pipeline alerts.
- Expanded ads platform offerings to our online pharmaceutical entity (shoppers drug mart) to serve search and category based sponsored products
- Achieved these milestones by establishing agile ways of working, working cross-functionally between multiple engineering teams, writing and sharing updates across multiple channels and 30+ stakeholders, and acting as a liaison between product strategy teams and engineers.

General Motors, AI Innovation Team @ Canadian Technical Centre
Technical Program Manager - AI/ML & Data Analytics - Toronto, ON
July 13th 2021 - April 4th 2022 (Contractor at GM through Ian Martin Ltd)
April 4th 2022 - July 12th 2022 (Full Time employee at GM)
- Led Vehicle R&D projects: EV Battery charging optimization, smart climate control, automatic trailer hitching, and predicting road/tire traction
- Led ML powered product/feature development lifecycle including discovery sessions, business case creation, user journey mapping, and detailed backlog of user stories, resulting in successful execution of 4+ small-to-medium complexity ML and data analytics-based projects
- Analyzed user-generated metrics and incorporated continuous improvements to features/products, resulting in increased user engagement and satisfaction.
- Collaborated with multidisciplinary teams to collect requirements, describe software product features, and design solution architecture resulting in successful completion of multiple back-office process augmentation and in-vehicle projects, leading to increased efficiency and cost savings.

AltaML Inc.
Technical Program Manager - AI/ML Software Solutions - Toronto, ON
May 13th 2020 - July 19th 2021
- Led machine learning software/ai solutions through various stages of its pdlc - developing proof of concept models, integrating minimum viable solutions/products, working with product team and stakeholders for commercialization
- Defined requirements and scope by working with high level ux principles such as user stories, process mapping, and functional requirements gathering
- Led ML viability and feasibility assessment, and roi analysis with stakeholders to solve a business problem with the highest level of roi's.
- Led ML programs from 0 to 1 for Enterprise clients across various industry verticals and use cases including but not limited to: Health Care, Energy and Utilities, Tech, Insurance, and Construction