Rob Hooper — Senior Technical Program Manager

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EXECUTIVE SUMMARY

Senior Technical Program Manager with 10+ years of experience delivering complex software programs with speed and clarity. Known for driving execution in messy, high-stakes environments including network simulation, distributed systems, and software platforms at scale. Aligns product, engineering, and leadership to turn strategy into outcomes, simplify complexity, and ship with precision. Obsessed with cutting through noise, eliminating friction, and keeping execution at the pace of ambition. Recognized for operational rigor, cross-functional alignment, and turning intent into measurable impact.

DOMAINS OF EXPERTISE

Program Governance & Execution Strategy · Infrastructure & Platform Delivery · Distributed Simulation Systems · Cross-Functional & Executive Alignment · Enterprise Customer & Partner Management · Reliability, Risk & Operational Readiness · Metrics-Driven Program Improvement · GitLab TeamOps Certified

EXPERIENCE

Scala Computing – Technical Program Manager

March 2022 – Present

Leads end-to-end delivery of a datacenter-scale network simulation platform for LLM/DLRM workloads, coordinating across the simulation engine, orchestration layer, and AWS infrastructure; hardening research prototypes into reliable, production-grade services at scale.

— Established a predictable release train with embedded technical/design reviews, reducing slippage and improving forecast accuracy across 5 teams and 10 tech stacks.
— Interface directly with enterprise customers and post-sales engineering to scope simulation projects, manage feature delivery, and integrate field feedback into roadmap updates.
— Operationalize core delivery frameworks, including a Plan of Record dashboard, Readiness by Design checklist, and After-Action Review process, improving delivery predictability and cross-team alignment.
— Monitor and improves KPIs, halving cycle times and taking program observability from 0 -> comprehensive coverage (DORA metrics, delivery velocity, risk-closure rate).
— Build native dashboards and develops custom web dashboards synthesizing Jira, Notion, GitHub to provide real-time visibility into feature readiness, customer project progress, and engineering cadence.
— Leverage AI-assisted development (Cursor, Codex) to accelerate automation and dashboard delivery, reducing cycle times and improving iteration speed.

ProcessWeaver / Elemica – Technical Program Manager

2019 – Feb 2022, ProcessWeaver acquired by Elemica Dec 2020

Directed global delivery programs for SaaS and on-prem transportation-management systems, partnering with enterprise customers and engineering teams to deliver integrated logistics solutions.

— Managed 5-7 concurrent enterprise implementations from onboarding to go-live, cutting onboarding time ~30% with standardized templates and milestone tracking.
— Directed multi-year strategic deployments for Fortune 500 manufacturers, ensuring systems met performance, schedule, and compliance objectives.
— Introduced lightweight delivery dashboards and RAID tracking; built standardized execution frameworks and delivery templates to synchronize customer requirements with engineering capacity, improving predictability and cross-team transparency.
— Orchestrated programs as the central liaison between architects, developers, operations, and client stakeholders, translating business needs into actionable technical plans.

Dorman Products – Digital Transformation Business Analyst

2016 – 2019

Drove digital transformation initiatives across Order-to-Cash and Logistics operations, modernizing Dorman's enterprise data infrastructure and customer-facing systems.

- Architected Dorman's first Azure<->SAP inventory integration APIs, upgrading from nightly batches to real-time feeds across a 120,000+ SKU catalog.
- Developed Customer Service price and availability dashboards, enabling same-session quote turnaround and improving resolution accuracy.
- Led enterprise-wide implementation of Qlik Gold Client, modernizing SAP test-data management and reducing root-cause analysis time by 50–60%, while shortening data-preparation cycles by ≈30%.
- Supported Order-to-Cash and Logistics operations, including order receipt, inventory management, and shipping/freight tracking, to ensure operational stability and accurate fulfillment.

McKean Defense – Software Delivery Manager

2012 – 2016

Led program delivery of mission-critical naval steering and navigation systems, coordinating multi-year programs and milestone reviews across engineering and operations stakeholders.

- Standardized systems and replaced legacy control software, improving reliability and reducing downtime.
- Built and maintained program schedules that balanced hardware and software dependencies, enabling successful delivery of a legacy-to-modernization system upgrade on time and within scope.
- Conducted program risk assessments and drove mitigation strategies to ensure operational readiness of fleet systems.

Additional Experience

- **Software Developer – McKean Defense**
  Integrated simulation APIs (MATLAB, PSCAD, and custom tools) to accelerate control-system design iteration.
- **Software Developer – Booz Allen Hamilton**
  Delivered mobile C++ applications integrating GPS, laser, and comms data with 80% faster throughput.
- **Research Assistant – Penn State NC²IF Lab (Cisco/MITRE-funded)**
  Developed a software framework for collaborative decision making. Publication: An Extreme Events Laboratory to Provide Network Centric Collaborative Situation Assessment and Decision Making

EDUCATION

Penn State University — *B.S., Information Science and Technology*

Minor: Security and Risk Analysis, CNSS 4011 INFOSEC Certification