# Neel Shah

San Ramon, CA
-Email me on Indeed:

Seasoned Technical Program Manager (TPM) with a proven track record in designing, implementing, and executing successful engineering programs. Deep expertise in collaborating cross-functionally, effectively communicating and utilizing data-driven approaches, to consistently deliver innovative solutions that drive product success.

## Work Experience

### Senior Technical Program Manager – Product

Meta Inc - (Facebook)
November 2017 to Present

Team: Business Messaging | Role: TPM – Capacity Management and Machine Efficiency
Business Messaging builds ways for business and people to communicate through Meta's suite of messaging platforms including WhatsApp, Messenger, and Instagram Direct, bringing in over $10B in annual revenue
● Own the program's vision, set clear OKRs & roadmap, identify bottlenecks, mitigate risks, provide regular communication to leadership and org wide stakeholders.
● Bootstrapped the Business Messaging Org's initiative for machine efficiency and capacity management at Meta by building the program strategy, recurring resources and program structure.
● Drive demand forecasting and planning for the long and short term. Partner with various stakeholders to secure incremental capacity needs (> $10 Million in 2023).
● Identified and prioritized efficiency projects and drove the execution of them with the product teams; in 2022, these efforts helped save over $5 million in expense.
Team: Meta Business Suite & Ads Platform | Role: TPM for Product Foundation
Meta Business Suite is a one-stop shop to manage marketing and advertising activities across Facebook and
Instagram for over 35 million small and medium businesses.
● Owned the overall app reliability, performance, availability & efficiency and release management efforts improved the user engagement by 2M and saved more than $1M in advertising revenue
● Work with > 10 cross-functional teams to align on priorities, identify and track dependencies to achieve org wide goals of improving product's quality with more stable and frequent releases.
● Defined the roadmap and requirements, tracked team progress & evaluated risks and communicated status to upper management.
● Identified and drove implementation of metrics in collaboration with Data Science, Data Engineering, Tech Leads and Quality Teams. Evangelized the adoption of Service Level Objectives (SLO's) and Service Level Indicators
(SLI's), improving the app reliability by 25%, and performance by 15%
Team: Facebook App's Product Foundation Team | Role: TPM for Product Quality and Release Management
● Created a strategy for developing a design-system agnostic Web UI Framework in collaboration with Product Design and

Engineering. Obtaining leadership buy-in, funding, and resources to work on the project. Drove the execution, adoption and integration across multiple product teams. The framework significantly accelerated the development of web products.

● Build the strategy and roadmap to release Facebook app builds faster. Lead the coordination across reliability, quality, infra teams to reduce release timeline by 2 days (ship app 25% faster).

● Managed execution of a modern text editing library to ensure better usability, accessibility and performance.

Sr SDET Kahuna
February 2016 to September 2016

● Develop and enhance the automation framework using Selenium with Python. & participation in sprint planning, daily scrums and scope the testing effort.

## Technical Product Manager (Quality)

RideCell Inc - Sept'16 - Nov'17

RideCell builds the technologies and solutions for fleet management systems. Lead a car sharing product launch for
GIG - AAA car sharing service of 250 cars.

● Collaborate with Clients, Product and Engineering to define program requirements & set priorities.
● Managed risks, and changes effectively by optimizing scope, schedule, and resources accordingly.
● Effectively and proactively communicate the program status, issues, and risks to all stakeholders.
● Partner with cross functional teams to drive technical development, testing and post launch customer support.
● Drive process improvements across multiple teams and functions including reducing the manual efforts through automation.
● Build QA and release programs from the ground up.

## Quality Automation Lead

Inflection Inc - Feb'16

Inflection provided various solutions for both businesses to perform background checks on employees as well as an online directory for people records.

● Built an automation architecture using Cucumber + Capybara + Selenium + Ruby to speed up new features development involving payment transaction verifications.
● Built a team of 4 automation engineers across US and Ukraine, to ensure high quality release of new features.
● Worked closely with engineer and product leadership on roll out plans.

## QA Engineer II

Deem (Rearden Commerce) - July'13

Deem is a corporate travel management platform which assists employees to book travel in compliance with company budget, preference and policies.

● Owned the testing of their API and Web application used to book air travel.
● Execute and debug automated test cases using Selenium (written in Python) for each release cycle.

## Software Engineer (Quality) | May'09 - Dec'11

EHE International

EHE was a preventive health care company which also built and provided a secure portal for patients to schedule their appointments, view their health reports and communicate with doctors.

● Owned the testing of the web portal as well as data to ensure HIPAA compliance.

## Education

**Master of Science in Electrical Engineering**

San Jose State University - San Jose, CA

August 2007 to December 2008

**Bachelor of Electronics Engineering in Electronics Engineering**

University of Mumbai - Mumbai, Maharashtra

August 2003 to May 2007

## Skills

- Technical Program Management
- Product Management
- Technical Design
- Product Quality & Release Management
- Strategic Planning & Software Architecture
- Ruby
- Python
- SQL
- JAVA
- HTML
- XML
- JSON
- RESTapi
- AWS
- Google Firebase
- App Engine
- AGILE
- SCRUM
- JIRA
- ASANA