

Sharon S Kumar

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Professional Summary

Senior Program Manager with 12 + years driving **AI, cloud, and developer-centric programs** that scale adoption and enterprise readiness. Expert in connecting engineering, product, and customer success teams to accelerate innovation—from AI platform readiness to data-driven CX programs. Delivered **550 K + developer activations**, **\$3.5 M + revenue**, and **30 % faster launch cycles** by turning insights into execution across AWS and Amazon.

Core Skills

AI Platform Adoption • Developer Enablement • Enterprise Readiness • Customer Experience Programs • Cross-Functional Leadership • Technical Evangelism • Cloud Launch Governance • Stakeholder Management • Data Analytics (SQL, Power BI, Quicksight) • Program Governance & Automation

Professional Experience

Program Manager III | AWS Launch Support

Seattle, WA | 2025 – Present

- Directed AI readiness programs **for five AWS services (incl. Bedrock AI)**, bridging engineering and field teams to enable secure enterprise adoption.
- **Built** developer enablement dashboards and SDK readiness checklists, **cutting integration friction 30 %**.
- **Partnered with security and training teams** to embed AI guardrails and compliance flows for enterprise customers.

Program Manager III | Amazon Alexa Devices

Seattle, WA | 2021 – 2025

- **Led developer ecosystem programs** for Alexa Ads and AI features across engineering and UX teams.
- Partnered with SDK and API teams to streamline developer integration, driving **550 K + skill activations** and **250 % adoption growth**.
- Created KPI dashboards for usage and customer satisfaction, informing product roadmap and CX strategy.

Program Manager II | People Experience Tech (Amazon)

India | 2019 – 2021

- **Directed analytics programs** validating global HR system performance; applied experimental design to test scalability under 200% simulated load.
- **Defined QA frameworks** validating system resilience and data compliance across 14 global engineering teams.

Program Manager | Selling Partner Support (Amazon)

India | 2018 – 2019

- Standardized CX reporting and feedback loops across five regions to improve service predictability and developer support insights.

Volunteer Experience

Technical Lead | [Seattle GiveCamp](#)

Seattle, WA | Volunteer | 2025 – Present

- **Led volunteer engineering team** rebuilding [BeKind5.org](#) with Squarespace + GoDaddy hosting.
- **Implemented web scraping, Python/HTML editing, and GiveButter CRM integration** to enhance site automation and data management.

Technical Contributing Editor | [Observatory.Wiki](#)

Seattle, WA | Freelance | 2025 – Present

- **Publishes analysis on AI, cloud, and developer platform trends** shaping the modern tech landscape.

Education & Certifications

- AWS Certified AI Practitioner (2025)
- PRINCE2® Foundation Certified (2019)
- Bachelor of Engineering | Hindusthan Institute of Technology (2007 – 2011)