500 W Middlefield Rd APT 72
Mountain View, CA 94043
(321) 332-5936

zak.goldberg@gmail.com
linkedin.com/in/zak-goldberg

Zak Goldberg

SKILLS

JavaScript (WIP), leadership, technology roadmapping, people management, backend systems operations, project management, writing and managing goals, data analysis, requirements development, backend service design analysis.

EXPERIENCE

Amazon Web Services, Santa Clara, CA — *Software Development Manager*

Dec 2021 – May 2024

- Managed a team of 12 software engineers that owned 6 backend microservices. Responsible for people management, technical and product strategy development, roadmap planning, sprint planning, and system operations.
- Delivered consistent feedback, planned career growth, and managed underperformance as a people manager.
- Supported the delivery of multiple complex development initiatives including new feature releases, non-functional improvements (e.g. latency & availability), and stack regionalization.
- Participated in recruiting, led interviews, and closed on candidates in sell calls. Grew the team from 4 to 12 engineers within 12 months.
- Aligned engineering effort with organizational priorities by setting team goals, assigning ownership to team members, and reviewing progress quarterly.
- Documented processes for roadmap planning, backlog grooming (scoping/prioritization), on-call roles and responsibilities, and communicating status.
- Started quarterly team meetings to review the roadmap and goals, recognize accomplishments, meet with customers, and transfer knowledge across teams. I scaled this meeting to the organization after getting positive feedback from the team.
- Started a program to match engineering mentors with mentees; matched 13 engineers with mentors across different teams in the organization.

Amazon Web Services, Bellevue, WA — *Sr. Technical Program Manager*

Jul 2020 – Dec 2021

Data Center Asset Visibility Project

- Led a project to synchronize asset data across multiple systems and to create a mechanism for external parties to provide AWS with asset data before receipt at data centers.
- 250k+ assets in the fleet were in scope for the project. Implementation scope was 150+ developer weeks that was completed by 9 developers over 6 calendar months. 2 net new services were built and integrated with 2 third party systems and 3 internal services. I also drove dependency projects owned by 4 teams outside of our organization.
- Owned project planning and execution, managed evolving requirements, and drove user acceptance testing and security processes.
- The project was delivered on-time and was an input to a key contractual obligation for a potential, high priority customer.

COVID Testing Registration Portal and Identity Management Project

- Led a project to develop the front end and mechanisms for authentication, identity management, and authorization for a portal used by 500k+ Amazon vendors and temporary workers to register for COVID testing.
- The project was completed by 4 developers over 2 calendar months.
- Owned requirements specification, project planning and execution, and drove QA and information security processes.
- The project was delivered on-time. We successfully piloted the portal at 2 sites and it was eventually scaled across AWS' data center network.

Amazon Web Services, Seattle, WA — *Technical Program Manager*

Mar 2018 – Jul 2020

Internal Project Coordination Software

- Wrote a vision document for software to coordinate data center build and testing processes and got approval for an internal development team to build it.
- Documented existing processes and gathered requirements. Composed the roadmap and goals for the program.
- Moved to the development team to own project planning and execution for the development of the software.
- Led a team of 6 engineers through execution, testing, and release of the software. The software is now used as the single source of truth for data center builds and testing across AWS' data center network globally.
- The software increased data integrity and enabled analytics for continuous process improvement.

Third Party Software Procurement Project

- Gathered business requirements for software to coordinate data center design and construction processes.
- Wrote an RFQ to get offers from potential vendors.
- Coordinated with internal security and legal teams to vet potential vendors.
- Wrote a proposal recommending a vendor using data from RFQ responses that outlined fit for business needs, security and legal risks, and financial considerations.
- Aligned SVPs of the business, security, and legal verticals to move forward with the proposed vendor.

Software Solutions Program

- Proposed an internal software product management team for the organization.
- Authored a document outlining team scope and roles and responsibilities relative to partner teams.
- Created a software request intake mechanism and a Kanban dashboard for customers to track progress of their requests.
- Hired 1 L5 Technical Program Manager to own the operational workload of the program.
- Constraints Gathering and Process Improvement
- Planned and led a workshop to gather data center physical constraints with internal engineers.
- Coordinated with a product manager to model these constraints in a new fulfillment and replenishment system.
- Proposed a change to a rack ordering process that led to an 80% decrease in tickets for the operational team.

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EDUCATION

University of Virginia — *BS Civil Engineering & Economics*

AUG 2009 – DEC 2013 Charlottesville, VA

INTERESTS

In my free time I enjoy running, cycling, hiking, cross-country skiing, reading, and cooking. I also follow basketball and soccer, specifically the Golden State Warriors, Orlando Magic, Virginia Cavaliers (my alma mater), the USW/MNTs, and the San Jose Earthquakes.