

ALLEN JOHN

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SUMMARY

Staff Technical Program Manager with 12+ years of experience leading reliability engineering, incident management, and infrastructure programs at scale. Proven track record building reliability programs from scratch, driving incident management maturity, establishing SLO standards, leading complex infrastructure migrations, and building AI-powered operational tooling. Deep technical fluency in cloud infrastructure (AWS/Azure/GCP), Kubernetes, observability platforms, and AI/ML systems. Career spans cloud data platforms, fintech, video communications, healthcare AI, cloud security, and telecommunications. Three FedRAMP Moderate Authorizations across three companies. For detailed program case studies and metrics, visit allenjohn.com or reach out directly.

CORE COMPETENCIES

Reliability Engineering: Incident management lifecycle, change management, corrective action enforcement, technical risk assessment, post-incident reviews, on-call program design, operational health reporting

Platform Reliability & Standards: SLO/SLI standardization, observability maturity modeling, infrastructure migration, pre-production testing, release safety, customer impact quantification

AI Infrastructure & Tooling: AI agent platforms (Claude API, AWS Bedrock, MCP Protocol), LLM inference, RAG architecture, AI-powered incident triage, ML model evaluation

Technical Skills: Python, SQL, Bash/Shell, Git, Docker, Kubernetes, AWS/Azure/GCP, Kafka, Terraform, Prometheus, Grafana, Datadog, PagerDuty, Jira, Confluence, Looker Studio, BigQuery

EXPERIENCE

Robinhood | **Staff Technical Program Manager – Reliability Engineering** | Menlo Park, CA | June 2026 – Present

- Lead reliability engineering programs for a high-stakes fintech platform, improving how the organization detects, responds to, and learns from system incidents. Define incident management standards, guide response coordination, and ensure follow-up actions prevent recurrence.
- Drive technical risk assessment programs, establish reliability standards (SLOs, CUJs), and translate reliability strategy into clear execution plans aligning senior engineers and leadership on priorities, risks, and measurable outcomes.

Confluent | **Senior Technical Program Manager – Reliability Engineering** | Mountain View, CA | November 2023 – June 2026

- Built the reliability engineering program from scratch across a 600+ engineer organization for a multi-cloud data streaming platform. Owned incident management, change management, observability, corrective action enforcement, SLO standardization, and operational health reporting.
- Deployed a modern incident management platform after a comprehensive vendor evaluation, migrating 1,000+ users from a legacy system in a single quarter. Trained an incident commander rotation bench and facilitated 80+ blameless post-mortem reviews with structured corrective action follow-through, driving completion improvements of 160%+ year over year.
- Designed a change management program requiring risk assessments, rollback procedures, and staged rollouts for every production change, reducing self-inflicted incidents by 70% across 2,100+ change requests while maintaining engineering velocity.
- Led a complex observability platform migration across the entire engineering organization, identifying feature parity gaps, driving critical vendor contract decisions, and delivering with zero monitoring gaps. Resulted in significant multi-year cost savings.
- Established reliability standards: drove customer-centric SLO reviews across 12+ service teams, built a quantitative observability maturity model, and designed customer impact tooling that surfaces affected customers within seconds during incidents.
- Led a cross-functional reliability code yellow for a division experiencing elevated incident volume: self-inflicted incidents dropped 91%, alert volume dropped 55%, and mean time to detect improved by 80%.
- Built an AI-powered operational intelligence platform using Claude on AWS Bedrock with MCP protocol, progressing from proof-of-concept to production with 30+ integrated toolsets, automated incident triage, and a RAG-based knowledge base.
- Led FedRAMP Moderate Authorization across 8+ cross-functional teams. Third FedRAMP ATO across three companies.

Notable Health | **Lead Technical Program Manager** | San Mateo, CA | April 2023 – November 2023

- Built the reliability program from scratch as the first TPM at an AI/ML healthcare startup. Established incident management, observability, and quality frameworks for ML-powered patient-facing services in a fast-paced environment.

Zoom | **Senior Technical Program Manager – SRE & Infrastructure** | San Jose, CA | February 2022 – February 2023

- Led reliability programs across a global multi-cloud infrastructure platform. Managed a 12-engineer team delivering observability, disaster recovery, and cloud automation programs. Authored incident playbooks, post-mortem processes, and vulnerability patching SLAs. Drove FedRAMP compliance.

LinkedIn | **Technical Services Program Manager** | San Francisco, CA | December 2019 – February 2022

- Drove product quality and reliability programs for LinkedIn Learning across Product, Engineering, Design, and QA. Led a major platform migration, built Python automation reducing enterprise bug creation by 35%, and owned the QA/UAT program with regression testing, bug bashes, and quality gates.

Netskope | **Cloud Security Engineer** | Santa Clara, CA | October 2018 – November 2019

- Designed cloud security solutions (CASB, CWP, SWG) across AWS/Azure/GCP for enterprise customers. Contributed to FedRAMP Moderate go-live. Built monitoring dashboards across multiple observability platforms.

AT&T | **Senior Network Design/Analytics Engineer** | San Ramon, CA | June 2016 – October 2018

- Built Python automation and Tableau dashboards for infrastructure capacity planning and KPI reporting. Led cross-functional deployments across multi-vendor engineering teams.

Ericsson | **RF Engineer II** | Pleasanton, CA | June 2014 – June 2016

- Designed and optimized RF antenna systems and wireless infrastructure. Career foundation in hardware engineering and infrastructure operations.

EDUCATION & CERTIFICATIONS

- PMI Agile Certified Practitioner (PMI-ACP) — Project Management Institute, 2023
- Certified Scrum Product Owner® (CSPO®) — Scrum Alliance, 2021
- Online Master's in Computer Science (Coursework) — Georgia Institute of Technology, 2019–2022
- Data Science Nanodegree (TensorFlow, Spark, Pig/Hive, ElasticSearch, HDFS) — Udacity, 2018
- B.S. in Electrical Engineering — University of California, Davis, 2010–2014

For detailed program case studies, metrics, and references, please visit allenjohn.com or connect on LinkedIn.