Lewej Whitelow

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Experience

OP Labs | Optimism – January 2025 – October 2025

Senior Technical Program Manager – Protocol Engineering

- Lead technical programs for a multi-disciplined, 50+ person engineering organization, enabling an always-available decentralized protocol and open-source software stack for 20M+ users.
- Scale engineering release cadence (5x in six months in H1'25) by establishing clear, effective processes that made launch planning and releases predictable and consistent.
- Create timelines, program analytics dashboards, and plan/manage organization and Web3 ecosystem-wide dependencies.
- Organize and manage security audits with external auditors and Security team engineers.
- Manage engineering relationships with partner/customer teams and external contributors.
- Implement processes, tools, and automation/AI to scale output and communications, manage risks with cross-functional input, inform escalations, and drive best practices.
- **Skills & Tech**: Agentic AI Automation | Blockchain | Discord | Distributed Systems | Ethereum | Fathom | Figma | GitHub | Google Workspace | Governance | Launch Release Management | Notion | OKRs | Open-Source Software | Program Management | Proofs | Security Audits | Slack

Blocknative – January 2022 – October 2023

Founding Program Manager – Product Engineering

- Led product engineering program of over 20 cross-functional resources, delivering observability and monitoring tools, and highly available, low-latency infrastructure to ~3.5M users.
- Drove strategic programs and executed tactical objectives across Engineering, DevOps, Data Science, Design, Business Development, GTM, and Product Management.
- Directed the deployment of over 140 new and updated features, reduced technical debt by 61%, and lowered infrastructure costs by 23%.
- **Skills & Tech:** Agile | APIs | AWS | Blockchain | CI/CD | Compliance | DataDog | Data Analytics | Design | DevOps | Discord | Distributed Systems | Events | Figma | Gitbook | GitHub | Google Analytics | HubSpot | Kanban | Launch Release Management | Marketing | Notion | Open-Source Software | Operations | Product Management | Python | Release Management | Resource Capacity Planning | Slack | Telegram

Cyara, Inc. – March 2020 – January 2022

Project Manager

- Managed implementation and execution of IVR/platform monitoring, functional/regression testing, and training for 50+ multinational clients.
- Established a Project Management Center of Excellence, standardizing processes and improving project delivery efficiency.
- Controlled project progress for initiatives valued at ~$50 million, ensuring timely and within-budget completions.
- Developed client KPIs for performance and optimization, maintaining comprehensive project documentation.
- **Skills & Tech:** Agile | Automation | Change Management | CI/CD | ClickUp | Compliance | Consulting | Finance | KPI Development | Microservices | Systems Analysis

Bank of America – April 2019 – January 2020
Project Manager V (Consultant)
- Led global migration of Office 365 and Windows 10 for over 200,000 users, managing a project valued at ~$100 million.
- Directed ETL processes for 40+ terabyte database migrations and server decommissioning, ensuring data integrity.
- Reported key metrics and project status directly to C-Suite executives.
- **Skills & Tech:** Azure | Compliance | Data Governance | JIRA | Stakeholder Management

Insight Enterprises – May 2015 – October 2017
Cloud Technical Project Manager
- Led projects worth $40 million, managing the full lifecycle from initiation to closure with teams of up to 15 resources.
- Provided strategic guidance and stakeholder communication, ensuring alignment with client goals.
- Delivered weekly financial and progress reports to executive management.
- **Skills & Tech:** Active Directory | Agile | Azure | Cloud Computing | Consulting | Exchange | Facilitation | Financial Reporting | Microsoft Office 365 | NetSuite | SharePoint | Stakeholder Management | Vendor Management

Insight Enterprises – June 2014 – May 2015
Cloud Engineer Consultant II
- Designed technical architectures and performed data center migration activities, ensuring seamless transitions.
- Managed segments of larger enterprise engagements, delivering high-quality solutions to clients.
- **Skills & Tech:** Active Directory | Cloud Computing | Consulting | Data Center Migration | Data Governance and Management | JIRA | Microsoft Office 365 | PowerShell | SQL

Avanade, Inc. – May 2011 – June 2014
Systems Engineer Analyst
- Assisted in designing and configuring enterprise technology architecture components, focusing on security and availability.
- Supported infrastructure solutions development within designated computing environments.
- **Skills & Tech:** Active Directory | Consulting | Microsoft Office 365 | Network Infrastructure | PowerShell | Research | Systems Engineering | Technical Architecture

Education and Certifications
- **Certified Scrum Product Owner (CSPO)** – *Scrum Alliance, 2024*
- **Master of Business Administration** – *Louisiana State University - Shreveport, 2024*
- **Certified Six Sigma Green Belt (CSSGB)** – *Transformation Advisors, 2024*
- **AWS Academy Cloud Foundations** – *AWS Academy, 2023*
- **Certified ScrumMaster (CSM)** – *Scrum Alliance, 2022*
- **Project Management Professional (PMP)** – *Project Management Institute, 2021*
- **BS – Computer Information Systems** – *Northwestern State University, 2011*
- **BS – Business Administration** – *Northwestern State University, 2011*