

Lewej Whitelow

MBA, PMP, CSPO, CSM, CSSGB

Lewej.jahlil@gmail.com | [LinkedIn](#) | 1-857-600-1906

Experience

Optimism – January 2025 – October 2025 – Remote

Senior Technical Program Manager – Platform Engineering

- Owned the end-to-end program operations for a 50+ engineering org, maintaining 99.99% availability for a distributed systems platform and open-source software stack serving 20M+ users.
- Scaled engineering release cadence 4x from 4.5 features/quarter to 18 features/quarter by establishing clear, effective SDLC processes making launch planning and releases predictable and consistent.
- Led cross-org planning across Platforms, Infra, Security, and Product teams, aligning multi-quarter upgrade roadmaps and rollout strategies for core network and client changes.
- Directed security program driving audits, remediations, and protocol upgrade safety reviews.
- Mentored engineering and DevRel teammates on best practices, improving on-time delivery rates.
- Managed engineering relationships with customer & partner teams and external contributors.
- Implemented processes, tools, and agentic AI automation to scale output and communications, manage risks with cross-functional input, inform escalations, and drive best practices.

Blocknative – January 2022 – October 2023 – Remote

Founding Technical 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 cross-org strategic programs spanning Engineering, DevOps, Data Science, Design, GTM, and Product, translating company strategy into executable, measurable program roadmaps.
- Directed deployment of 140+ new and updated features while leading tech-debt and cost-optimization initiatives that reduced technical debt by 61% and infrastructure spend by 23%.

Cyara, Inc. – March 2020 – January 2022 – Remote

Senior Technical Project Manager – Professional Services Delivery

- 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.

Bank of America – April 2019 – January 2020 – Dallas, TX

IT 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.

Insight Enterprises – May 2015 – October 2017 – Remote
Cloud Technical Project Manager – Cloud Solutions

- 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.

Insight Enterprises – June 2014 – May 2015 – Remote
Cloud Engineer Consultant II – Cloud Solutions

- Designed technical architectures and performed data center migration activities, ensuring seamless transitions.
- Managed segments of larger enterprise engagements, delivering high-quality solutions to clients.

Avanade, Inc. – May 2011 – June 2014 – Remote
Systems Engineer Analyst – Technical Delivery

- Assisted in designing and configuring enterprise technology architecture components, focusing on security and availability.
- Supported infrastructure solutions development within designated computing environments.

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)** – Transformance 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

Technical Skills

- **Data & Analytics**
 - Data Analytics & Governance | Financial Reporting | Google Analytics | KPIs | Systems Analysis
- **Distributed Systems & Infrastructure**
 - Active Directory | AWS | Cryptographic Proofs | Data Center Migration | Distributed Systems | Open-Source Software | Security Audits | Systems Engineering | Technical Architecture
- **Engineering & DevOps**
 - Agile | Agentic AI Automation | APIs | CI/CD | DevOps | GitHub | Microservices | PowerShell | Python | Scrum | SQL
- **Program Management & Operations**
 - Change Management | Compliance | Governance | Release Management | OKRs | Program Management | Resource Capacity Planning | Stakeholder Management | Vendor Management
- **Tools & Platforms**
 - ClickUp | DataDog | Discord | Exchange | Fathom | Figma | Google Workspace | HubSpot | JIRA | Microsoft Office 365 | NetSuite | Notion | SharePoint | Slack | Telegram