Rick Imai

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Executive Summary

Senior Technical Program Manager with 20+ years identifying, scoping, and delivering strategic technology initiatives across cloud infrastructure, data platforms, and enterprise systems. Proven track record leading cross-functional programs that influence organizational priorities, drive technical excellence, and advance platform capabilities at scale. Expert at translating ambiguity into measurable outcomes through deep technical engagement, stakeholder alignment, and data-driven decision frameworks.

Core Competencies

Technical Program Management • Cross-Functional Leadership • Strategic Planning • Stakeholder Management • Program Execution • Cloud Infrastructure • Data Platforms • Operational Excellence • Risk & Dependency Management • Executive Communication • Team Coordination • Budget & Resource Management • OKR & KPI Frameworks • Change Management

Professional Experience

Amazon Web Services (AWS) | San Diego, CA

Senior Technical Program Manager—Security Data Platforms | Feb 2024 - Present

Lead strategic technology programs across enterprise-scale platform spanning 37 AWS regions, partnering with engineering, product, and operations teams to drive program delivery and operational excellence. Shape multi-year roadmaps and influence technical decisions through deep cross-functional engagement.

- Own multi-year platform roadmap planning through annual OP1 cycles, partnering with engineering and product leadership to shape strategic priorities, sequence capabilities, and align cross-organizational execution

- Drive automation program consolidating 24 distributed workflows into unified platform capability, coordinating execution across engineering and operations teams to deliver 99% efficiency improvement (144 minutes → 30 seconds)

- Lead strategic planning and governance for $80M infrastructure program, establishing frameworks, reporting mechanisms, and decision processes enabling data-driven resource allocation and priority management

- Deliver $20M+ in cost optimization through data lifecycle management, compute efficiency improvements, and infrastructure automation partnering with engineering and finance teams

- Establish program dashboards and KPI frameworks providing executive visibility into delivery health, risks, dependencies, and organizational alignment

Amazon Stores | Irvine, CA

Senior Technical Program Manager—FinTech | Jul 2021 - Feb 2024

Lead cross-functional program delivery for 200+ engineering organization, coordinating execution across data engineering, ML engineering, finance, and product teams. Partner with senior leadership on strategic planning, roadmap alignment, and operational excellence.

- Authored comprehensive 3-year organizational strategy influencing VP-level roadmap decisions, balancing strategic investments with operational demands through data-driven planning and executive stakeholder alignment

- Drive cross-functional platform delivery coordinating execution across engineering teams to deliver 99% efficiency improvement (3 weeks → 10 minutes) through structured program management and technical engagement

- Lead annual budgeting and planning cycles partnering with Finance, Product, and Engineering leadership to prioritize initiatives, align funding strategies, and optimize resource allocation

- Establish operational excellence frameworks across 150+ production systems, achieving 90% automation coverage and 10% YoY improvement through governance and monitoring

Charles Schwab & Co., Inc. | Westlake, TX
Managing Director—Technology Portfolio Governance | Mar 2019 - Apr 2021

Direct strategic technology initiatives across $25M+ portfolio, establishing governance frameworks and operating rhythms enabling leadership to prioritize investments and manage program execution. Lead team of 15 FTEs coordinating delivery across multiple technology domains.

- Directed enterprise portfolio establishing intake processes, prioritization frameworks, and delivery governance enabling leadership to optimize investments and manage cross-organizational execution

- Authored firm's 3-year technology strategy and operating plan, partnering with senior leadership on strategic planning, resource optimization, and organizational alignment

- Built analytics capabilities delivering automated dashboards providing visibility for teams and executive stakeholders across business units

- Led team of 15 FTEs (5 Portfolio Managers, 7 BI Engineers, 8 TPMs) establishing operating model and performance frameworks

Experian PLC | Allen, TX & Costa Mesa, CA
Sr. Director—Global PMO, Enterprise Programs | 2014 - 2019

Directed 3-year, $60M+ enterprise program portfolio across North America, LatAm, UKI, EMEA, and APAC regions. Partnered with COO/CFO on strategic planning and investment prioritization conducting risk-based analysis to optimize resource allocation.

- Built Global Program Management Office from the ground up, hiring and leading 20+ program managers while establishing standardized delivery processes and cross-organizational coordination mechanisms

- Introduced standardized metrics, reporting, and governance providing leadership clear visibility into program progress, risks, dependencies, and cross-team alignment

- Led portfolio of ~100 initiatives delivering measurable organizational improvements—raised delivery maturity by +0.76 CMMI points through systematic introduction of program management best practices

IT Director—Global Corporate Systems | 2011 - 2014

Led team of 6 developers building enterprise platforms enabling portfolio management, resource planning, and organizational coordination across global IT organization. Implemented global standards ensuring standardized executive reporting.

Earlier Experience | 2007 - 2011

Experian PLC — Sr. Manager, Head of IT PMO, North America | Allen, TX Led North America IT PMO managing team of 20 TPMs delivering 75+ global programs annually across infrastructure, security, and business systems. Established PMO governance standards, improved portfolio visibility, and drove consistency in planning, execution, and reporting across regional delivery teams.

Education & Certifications

University of California, Irvine — B.A. Social Sciences

Certifications: Project Management Professional (PMP) | Certified Scrum Master (CSM) | ITIL Foundation | AWS Certified Cloud Practitioner (CLF-C02)

Technical Proficiencies

Cloud & Infrastructure: AWS (S3, EC2, Lake Formation, Glue, Athena, CloudWatch, Kinesis, IAM), distributed systems, cloud-native platforms • Data & Analytics: SQL, Python, Tableau, QuickSight, PowerBI, Excel (advanced), automated reporting pipelines, data platforms • Program Management: JIRA, Confluence, Asana, MS Project, Smartsheet, cross-functional coordination, stakeholder management, risk & dependency management, OKRs & KPIs • Methodologies: Agile, Scrum, SAFe, PMBOK, ITIL, change management frameworks