Rick Imai

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Executive Summary

Staff Technical Program Manager with 20+ years identifying, scoping, and delivering strategic cross-functional programs focused on stakeholder management and roadmap execution. Proven track record leading complex technical initiatives that influence organizational priorities, drive program execution across distributed teams, and advance strategic outcomes through deep cross-organizational collaboration. Expert at translating ambiguity into measurable results through structured planning frameworks, executive stakeholder alignment, and data-driven decision making.

Core Competencies

Technical Program Management • Cross-Functional Leadership • Stakeholder Management • Roadmap Delivery • Program Execution • Strategic Planning • Risk & Dependency Management • Executive Communication • Team Coordination • Data-Driven Decision Making • OKR & KPI Frameworks • Change Management • Organizational Alignment

Professional Experience

Amazon Web Services (AWS) | San Diego, CA

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

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

- 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 across 10+ teams

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

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

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

- Partner with VP and Director-level stakeholders to drive technical decisions, manage program risks, and ensure delivery of strategic outcomes aligned to organizational priorities

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 organizational coordination.

- 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 AI/ML platform delivery coordinating execution across data engineering, ML engineering, and finance teams to deliver 99% efficiency improvement (3 weeks → 10 minutes) through structured program management

- 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 and KPI dashboards across 150+ production systems, achieving 90% automation coverage and 10% YoY improvement through structured governance and stakeholder coordination

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 5 Portfolio Managers 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

- Produced executive dashboards and OKR reporting providing clear visibility into program health, delivery performance, and strategic progress across distributed teams

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 cross-organizational resource allocation.

- Built Global Program Management Office from the ground up, hiring and leading 20+ program managers while establishing standardized delivery processes, stakeholder engagement frameworks, 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 PPM tool enabling portfolio management, resource planning, and organizational coordination across global IT organization. Implemented global standards for project processes ensuring standardized executive reporting.

Earlier Experience | 2007 - 2011

Experian PLC — Senior Manager, Global PMO | Allen, TX Led team of 20 Technical Program Managers delivering 75+ global programs annually, establishing PMO governance standards and cross-organizational coordination frameworks.

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

Program Management: Cross-functional coordination, roadmap planning, stakeholder management, risk & dependency management, program governance, OKRs & KPIs • Tools & Platforms: JIRA, Confluence, Asana, MS Project, Smartsheet, Tableau, QuickSight, PowerBI • Cloud & Technical: AWS (EC2, S3, Lake Formation), distributed systems, data platforms • Data & Analytics: SQL, Excel (advanced), automated reporting, data-driven decision making • Methodologies: Agile, Scrum, SAFe, PMBOK, ITIL, change management frameworks