

# **KHURRAM JIWANI**

## **Technical Product Manager**

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### **PROFESSIONAL SUMMARY**

Technical Product Manager with 8+ years leading platform and infrastructure products across enterprise software and B2B2C systems. Proven ability to bridge technical teams and business stakeholders, delivering solutions that reduce costs and scale with growth.

### **CORE COMPETENCIES**

**Technical Expertise:** AWS, Kubernetes, Docker, Terraform, Python, Java, REST APIs, CI/CD, GitLab

**Product Leadership:** Technical Roadmapping, Stakeholder Management, Cross-functional Coordination

**Domains:** Developer Tools, Cloud Platforms, Enterprise SaaS, B2B2C Systems

### **PROFESSIONAL EXPERIENCE**

#### **TOYOTA CONNECTED NORTH AMERICA | Plano, TX**

**Product Manager - Cloud Engineering & DevOps Platform** | March 2025 – Present

- Lead cost optimization identifying \$500K in projected annual savings through tool consolidation and monitoring enhancements, contributing to \$2M cost reduction OKR
- Drive AI tooling pilot across 25-person group to improve developer productivity and code quality, coordinating vendors, security, and DevEx teams while tracking bi-weekly metrics
- Established maintenance roadmap for 9 core systems extending upgrade visibility from 2 weeks to 1 quarter, reducing unplanned downtime and improving service reliability
- Redesigned quarterly planning process reducing meeting cycles and accelerating leadership decision-making

#### **NEW RELIC INC. | Dallas, TX**

**Technical Product Manager - Cloud Platform Services** | March 2023 – November 2024

- Led initiative with 14 engineering teams reducing infrastructure provisioning from 3 weeks to 10 hours, enabling product teams to deploy customer-facing features faster
- Identified bottlenecks through stakeholder interviews and facilitated workflow parallelization, migrating teams off legacy tooling with 10+ successful deployments
- Delivered \$1.2M in annual cost savings by accelerating provisioning cycles and eliminating extended dual-infrastructure operations

#### **PDI TECHNOLOGIES | Chicago, IL**

**Technical Product Manager - Loyalty Platform** | July 2021 – March 2023

- Led technical integration delivering Fortune 500 client's first digital loyalty platform, coordinating offshore engineering and third-party mobile developers across multiple systems
- Partnered with CTO to design API contracts and solutions, writing Python automation scripts for client requirements including automated point bonuses and offer management
- Delivered real-time loyalty platform serving 8K pilot users with personalized offers driving customer engagement, scaling to support 250% growth while managing technical escalations

#### **SLALOM CONSULTING | Dallas, TX**

**Technology Consultant & DevOps Engineer** | June 2019 – July 2021

- Delivered enterprise transformation programs for Fortune 500 clients requiring complex technical coordination and stakeholder management
- Built CI/CD pipelines and DevOps infrastructure for 15 engineering teams using GitLab, Kubernetes, and Docker

#### **GENERAL MOTORS | Detroit, MI**

**Software Engineer** | 2016 – 2019

- Built 3 full-stack manufacturing applications (AngularJS, Java Spring Boot) serving plant workers with vehicle location tracking, parts management, and recall remediation workflows

#### **BAREWARDS LLC | Austin, TX**

**Founder & Chief Technology Officer** | February 2018 – September 2021

- Founded B2B2C loyalty platform from concept to MVP, designing cloud-native architecture for real-time transaction processing and securing initial restaurant partnerships

### **EDUCATION**

#### **University of Texas at Austin**

Bachelor of Science in Mathematics, Scientific Computation with Certifications: Business Foundations, Elements of Computing (CS)

**Languages:** English, Urdu, Hindi, Spanish

**Authorization:** U.S. Citizen