



Mark Guzman

Technical Program Management Leader

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Contact information

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Professional summary

Passionate Technical Program Management Leader and ICF Certified Coach with 12+ years of experience transforming projects and programs into impactful successes. Known for driving innovation in privacy enablement and strategic operations, I thrive on building collaborative environments that elevate leadership effectiveness and fuel business growth. With a deep expertise in cloud computing and agile methodologies, I excel at delivering transformative results, fostering strong client relationships, and navigating complex challenges with a solutions-oriented mindset.

Employment history

AIML Senior Product Manager, Privacy Enablement

Apple, Seattle, WA — Aug 2021 - Present

- **Led cross-functional process improvement initiatives**, developing detailed requirement documents and KPIs, resulting in streamlined operations, faster decision cycles, and measurable gains in team efficiency.
- **Drove end-to-end product delivery**, aligning stakeholders through strategic roadmap planning and prioritization, enhancing delivery predictability and accelerating time-to-value for key business initiatives.
- **Delivered tailored, data-rich portfolio updates** across all organizational levels, improving cross-team alignment, elevating strategic visibility, and empowering leadership with actionable insights.
- **Embedded global privacy compliance strategies** into service delivery, mitigating regulatory risk, strengthening user trust, and enabling scalable, secure tech solutions across regions.
- **Spearheaded high-impact global initiatives**, reducing conflict resolution instances by 30%, ensuring uninterrupted service during a 3,000+ FTE platform migration, and driving privacy innovations featured at WWDC 2024.

Staff Technical Program Manager

Aurora Innovation, Seattle, WA — Jan 2021 - Aug 2021

- **Directed** the full project portfolio for Aurora Innovation's newly formed Perception team, ensuring strategic execution and driving operational excellence across initiatives.
- **Designed** and launched comprehensive product roadmaps, requirements documentation, and performance metrics to enable ongoing optimization and measurable success.
- **Coordinated** with cross-functional teams and stakeholders to maintain strong alignment with business objectives, guiding roadmap development, scope management, and backlog refinement.
- **Presented** clear, tailored portfolio updates to stakeholders at every level of the organization, enhancing transparency and enabling data-informed leadership decisions.
- **Facilitated** a seamless post-acquisition integration, helping Aurora achieve its first organizational OKR ahead of schedule and strengthening momentum in the newly acquired division.

Senior Manager, Technical Program Manager

Uber ATG, Seattle, WA — Jun 2019 - Jan 2021

- **Championed** end-to-end Machine Teaching data delivery at Uber ATG, leading initiatives from concept to full-scale deployment across all consumer teams, streamlining processes and enhancing data quality.
- **Defined** labeling platform tooling needs in partnership with senior leadership and **prioritized** initiatives to meet quarterly targets, directly contributing to strategic execution and organizational focus.
- **Managed** a high-performing, cross-functional team of 12 and **oversaw** global training and engagement for 2,000+ users, ensuring seamless adoption and strong user satisfaction.
- **Collaborated** with Product and Engineering to enhance tools across 2D, Lidar, Metadata, and Sequencing, significantly improving operational efficiency and feature scalability.
- **Drove** key organizational initiatives, including post-acquisition platform integration, a 30% boost in project capacity through strategic restructuring, a 20% rise in employee satisfaction via cultural programs, and the founding of a leadership-focused Toastmasters chapter.

Director of Customer Success

Mighty AI, Seattle, WA — Feb 2017 - Jun 2019

- **Accelerated** revenue growth by revamping the Pre-Sales and Customer Success lifecycle, contributing to \$2M+ in bookings and doubling company revenue within six months.
- **Cultivated** strategic client relationships as the primary liaison for customers, leading onboarding, negotiations, and support, while driving a 20% increase in conversion and retention through pilot initiatives.
- **Structured** customer engagement strategies, delivering real-time updates, resolving issues, and guiding long-term partnerships across industries including e-commerce, marketing, retail, drones, and major tech sectors.
- **Scaled** operational and sales engineering teams by mentoring and managing 10+ Technical Account Managers and QA Analysts, doubling project capacity per person through process optimization.
- **Positioned** as a trusted internal and external product expert, defining KPIs, elevating customer experience, and earning two rapid promotions within 19 months for impact and leadership.

Senior DevOps Engineer

Slalom Consulting, Seattle, WA — Aug 2015 - Feb 2017

- **Spearheaded the end-to-end development of an internal portal for a global private foundation**, boosting operational efficiency and access. Also led hybrid Exchange migrations, resolving critical issues and defining support strategies to ensure seamless transitions.
- **Delivered cloud architecture workshops at AWS**, educating clients and internal teams on best practices and emerging technologies. Authored widely adopted AWS playbooks to standardize cloud deployments and streamline consulting operations.
- **Collaborated directly with AWS on data testing and feature development**, influencing three new services launched at AWS re:Invent 2016. Supported pre-release initiatives and contributed to product innovation through close partnership.
- **Drove operational excellence and service reliability**, guiding DevOps teams on compliance and maintaining 99.99% site uptime. Earned a fast-tracked promotion to AWS & DevOps Engineering Specialist after generating \$1.3M in client revenue as part of a high-performing launch team.

Education

Master of Arts in Psychology, Concentration in Industrial/Organizational Psychology

Purdue University, West Lafayette, IN — Apr 2022 - Present

Master of Science in Computer Information Systems, Concentration in Security

Boston University, Boston, MA — Jan 2016

Bachelor of Arts in Business Administration, Accounting major, MIS minor

Washington State University, Pullman, WA — Dec 2011

Master of Computer Science

Georgia Institute of Technology, Atlanta, GA — Mar 2025 - Present

Additional information

Certifications

- Project Management Professional, PMI, License 1883414
- AWS Certified Solutions Architect – Associate
- AWS Certified Developer – Associate
- AWS Certified SysOps Administrator – Associate
- Access Data Certified Examiner
- Certified Life Coach, JRNI
- Associate Certified Coach (ACC), ICF
- NASM Certified Personal Trainer

Community Involvement

- Board Member/Principal Product Manager at Believe in Me – Seattle, WA
- Advisory Board Member - Washington State University
- Cougs 4 Kids - Washington State University
- Vice President at Youth Environmental Awareness – Seattle, WA
- Founder - ManKind - Men's Emotional Awareness and Success Group

Professional Affiliations

- PMI (Project Management Institute)
- JRNI Coaching Intensive
- IAPP (International Association of Privacy Professionals)
- NASM (National Academy of Sports Medicine)