# MICAH MOFFETT

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## PROFESSIONAL EXPERIENCE

**Amazon, Denver, CO**                                                                          **11/2020 – Present**

*Senior Technical Program Manager, Amazon Devices*                     *09/2024 - Present*

- Lead the Region Flexibility program for Amazon Devices, driving the migration of 2,000+ server equivalents across AWS regions to optimize cost and resiliency. Coordinated efforts across 12 organizations in support of a high-priority infrastructure cost savings initiative.
- Spearhead a cross-organization program to migrate over 30 teams from in-house network tools to cloud-native solutions on AWS, modernizing applications and microservices to reduce dependencies on outdated technologies and enhance scalability.
- Direct the Peak Readiness program, orchestrating cross-organizational test and production events to ensure Amazon device services scale during high-demand periods. Delivering executive-level summaries, lead troubleshooting of technical issues, and ensure deficiencies are assigned and resolved by owning teams to maintain system reliability and business continuity.

*Senior Technical Program Manager, Amazon Advertising*          *02/2022 – 09/2024*

- Manage a cross-team program to improve development experience for away teams performing work across the traffic, attribution, and reporting advertising products.
- Manage the away-team program enabling consistent development experience across more than 12 software development teams.
- Collaborate with senior stakeholders, evaluate trade-offs, and develop communication plans across program initiatives.
- Generate project costs and revenue predictions and reports and present the data to leadership and customers.
- Impact project success through generation of requirements, reporting status, management of scope, deciding trade-offs, and management of resources, schedules, and deliverables.

*Senior Technical Program Manager, AWS Professional Services*          *11/2020 – 2/2022*

- Created and managed consulting offerings to create repeatable, mechanized frameworks to enable new product development and facilitate guided innovation.
- Technical consultant on product ideation and development for customers in the sports, eSports, entertainment, automotive, financial and healthcare sectors
- Managed multiple customer-facing consulting projects including product development, strategic planning, enterprise change, and cloud migrations.
- Manager in a pilot program to build an innovation lab to empower customers through repeatable, guided innovation frameworks.
- Managed end-to-end consulting projects including development of statements of work, cost estimation and actuals, resource management, stakeholder management, and development and execution of project plans.
- Facilitated long-term strategic technical roadmaps for well-established and start-up consulting customers.

**Parsons Corp., Colorado Springs, CO**                                                  **8/2010 – 11/2020**

*Information Technology Program Manager*                          *07/2019 – 11/2020*
- Managed the budgets, planning, and business stakeholder engagements for a cloud-based engineering and deployment program with over thirty software developers, DevOps engineers, systems administrators, designers, UI developers, and application designers.
- Managed multiple fixed-price, time and material, and cost-plus fee subcontracts including invoice approval, deliverable management, and scope definition.
- Managed a multi-team software development program that consists of multiple value streams supporting application development and infrastructure management.
- Developed and managed implementation and deployment plans including risk management with routine customer communications and developer team planning.
- Routinely met with business stakeholders including executive leadership to determine industry trends and customer needs for future development efforts.
- Interface weekly with customers on multiple projects to refine milestones, features, and general project statuses.
- Use an ERP system to aggregate data for monthly reports that are presented to customers and executive leadership.
- Work with business development teams to create project proposals to capitalize on industry needs and encourage division direction.
- Manage development teams consisting of software developers, automated testers, and DevOps personnel.
- Interface with stakeholders to manage funding and define new requirements for product development efforts.

*Software Development Manager*                          *01/2016 – 07/2019*
- Created and kept product vision and roadmap based on customer requirements, deployment timelines, and use cases.
- Participated in planning and execution of software development projects including defining architecture, product integration planning, and generation of development tasks.
- Routinely defined APIs based on microservice definitions and industry best practices.
- Managed multiple scrum teams made up of varying experience levels and specialties to implement feature sets into a cohesive product.
- Interacting with customers and fellow development leads to establish technologies used for development efforts.
- Led the team migration to use the Scaled Agile Framework methodology of defining 12-week program increments to establish a feature roadmap for the team and stakeholders.
- Manage the relationships provided by stakeholders to define the future features and systems integration efforts.

*Software Engineer*                          *12/2011 – 01/2016*
- Designed and developed back-end Java web services in an n-tier environment incorporating Oracle Weblogic and Database 11g technologies.
- Accessed Java EE JPA and JDBC capabilities to write extensible, maintainable, and reusable code allowing efficient access to storage, retrieval, and manipulation of database records.
- Extensive use of Hibernate to streamline database entity manipulation.

- Creation of both synchronous and asynchronous operations for use inside of Enterprise Java Beans (EJB's).
- Maintained JavaScript (ExtJS) utility pages providing near-real-time graphical and text-based system status and management data.
- Developed a front-end user interface using Eclipse RCP that ingested and displayed near-real-time data in a user accessible tabular format and an interactive map using a geospatial library.
- Created, supported, and optimized PL/SQL stored procedures.

*Field Support Engineer*                                        *08/2010 – 01/2012*
- Product owner on an agile development team for a near-real-time operations organizational tool.
- As a product evangelist, increased awareness of the products availability by organizing customer meetings to discuss implementation and costs and speaking at conferences and user events to get the word out on the new product.
- Liaised between customers and developers to create change requests in current software development projects to better meet customers' needs through rapid development.
- Created program level policy and procedures to standardize customer interaction, modularize installation methods, and create a more efficient support environment.
- Designed customer solution systems based on storage, speed, and security needs while staying within allowed costs.
- Performed significant testing on software development and validating results against product requirements.
- Provide information assurance measures to meet the Department of Defense computer security methods including validation of systems security.

**Tybrin Corporation (Jacobs Technology), Houston, TX**            **6/2006 – 8/2010**
*System Support Representative*
- Supported multiple business development efforts by drafting statements of work, personnel planning, and cost allocation planning.
- Supported mission planning software for Army and Air Force unmanned aerial vehicle programs to include installation, maintenance, and training on the associated hardware and software components.
- Support Information Assurance policies by ensuring hardening of more than $25K of mission planning systems through implementation of local and AFNET policies.
- Deliver technical and informational briefings to corporate leadership, program managers, industry partners, and fellow support personnel.
- Individually conducted more than 250 hours of software orientation training
- Developed formal training courses for computer software and hardware implementation.
- Worked within a team of Support Representatives to discover and resolve potential software problems and create documentation of problems and resolutions.
- Managed new software implementation, testing and evaluation, and updates that fell outside of standard operations.

**United States Air Force, Las Vegas, NV**                         **11/2001 – 5/2006**
*Intelligence Analyst*
- Trained personnel on mission organization and systems
- Prepared and delivered weekly analytical reports to aircrew and leadership through written and oral presentations.

- Utilized defense related geospatial intelligence software to create graphical data displays.

## EDUCATION

- MBA – University of Phoenix, Oct. 28, 2013
- BS – Information Systems, University of Phoenix, Jun. 30, 2011

## PROFESSIONAL ACCREDITATIONS

- Project Management Professional (PMP) - Project Management Institute
- Agile Certified Practitioner (PMI-ACP) – Project Management Institute

## SKILLS & ABILITIES

- Agile evangelist with scrum and scaled agile experience.
- Experienced leader for individual teams and teams of teams.
- Former software developer and product manager.
- Veteran public speaker to executive level leadership and convention crowds.

## COMMUNICATION EXPERIENCE

- Conduct meetings with functional stakeholders to present roadmaps, design implementation and deployment plans, adjust feature definitions, and manage expectations.
- Routinely deliver presentations to corporate leadership
- Present at quarterly technical interchange meetings for the community of customers and stakeholders on projects
- Present business development ideas to corporate leadership and customers

## LEADERSHIP AND MANAGEMENT

- Manage many technical projects across multiple programs.
- Successfully migrated a project from a three-person team developing a prototype to an enterprise product with a seventeen-person engineering team.
- Previously managed ten software engineers including periodic reviews, mentoring, and career progression paths.

## TOOLS AND TECHNOLOGIES

- Microsoft Office Suite
- Google Workspace
- ERP/ERM: Salesforce, Unanet, Costpoint, and Workday
- Development/Database: SQL, Java, JavaScript, C#
- Atlassian: Jira, Confluence, and Bitbucket