BEN HENRY

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SUMMARY

Technical Program Management leader with 20+ years driving complex initiatives from startups to hyperscale. Built TPM orgs 0→40, accelerated Chrome releases 4→2-week, managed ~$1B/year in infrastructure spend. Expert in release engineering, operational excellence, and delivering clarity to chaos.

PROFESSIONAL EXPERIENCE

Pinterest | Director of Technical Program Management
October 2024 - November 2025 | San Francisco Bay Area

- Built TPM function for 1,100+ engineers: hired 6 TPMs + 1 manager, secured 8 more for 2026. Established operating model and program governance
- Drove 14x ML experimentation velocity improvement in 6 months through process optimization and tooling gap identification
- Owned InfraGov framework for ~$1B annual cloud spend. Led SOX, SOC2, DSA compliance programs. Created Escalation Manifesto to make conflict resolution more efficient
- Lead TPM on migration of >2000 services on a thin multi-cloud layer on top of EKS/EC2.
- Operationalized bi-annual planning for 1,100+ engineers and executive leadership, improving strategic alignment
- Led team responsible for Engineering Compliance (SOX, SOC2, DSA)

Google | Senior Manager, Technical Program Management
June 2012 - October 2024 | Mountain View, CA

- Built Chrome Operations TPM org from 0→40 across 4 timezones. Created portfolio management system ensuring strategic alignment across 600+ engineers
- Accelerated Chrome releases from 4-week→2-week cycles while maintaining stability. Led Chrome Speed programs for 2 years
- Authored Chrome incident management process: oncall culture, runbooks, playbooks, postmortems. Coordinated major incident response across distributed teams
- Led Buildbot→LUCI (50+ microservices on GKE) migrations for Chromium (thousands of contributors). Managed datacenter builds and capacity planning
- Drove $10M+ annual GCP cost savings. Shipped ChromeOS releases and led Brillo program (IoT) in OnHub router
- Promoted 4x in 12 years (2x as a manager)

Earlier Software Roles
2007 - 2012

- **HP / WebOS (2011-2012):** Led Agile transformation for 3 teams (40+ engineers).
- **MOTO Development (2007-2011):** Built/shipped Flipshare TV. Managed CES demos, pitched Microsoft/Kodak/Cisco
- **Paceco Corp (2006-2007):** Delivered port automation to Long Beach/Tacoma. Managed 3 engineers, introduced Agile/Scrum

Earlier Experience
2005 - 2006

- **Harold C. Brown Investment Banking** | Managed full project lifecycle for fee billing system rebuild. Navigated SEC compliance, passed internal and external audit
- **MGA Research** | Sole SWE for 4 facilities. Built door durability robot (C++ MFC) replacing 3-shift manual testing—installed at KIA/Hyundai

CORE COMPETENCIES

Program Management: Portfolio management (600-1,100+ engineers), complex program delivery, risk mitigation, stakeholder management, executive communication

Technical Programs: Release engineering, developer productivity, infrastructure migrations, incident management, security/compliance (SOX, SOC2, DSA)

Organization Building: TPM scaling (0→40), hiring frameworks, performance management, cross-functional collaboration models

Operational Frameworks: Agile/Scrum, incident response (oncall, playbooks, postmortems), strategic planning (OKRs), decision-making frameworks

Technical: C++, Python, SQL, Git, CI/CD, GCP, complex systems | Strong engineering background enables technical credibility

EDUCATION

B.S., Computer Engineering | Purdue University | 2004