Desmond Achterberg

Technical Program Manager

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SUMMARY

Technical program manager with 6 years running cross-team programs in logistics and fintech, coordinating 8 to 15 engineers across 4 teams at a time. Led the migration of a payments platform to a new ledger system with zero downtime, and built the dependency tracking process now used across 3 product lines. Known for surfacing risk early and keeping engineering leads aligned without adding process for its own sake.

EXPERIENCE

Technical Program Manager — Harborlight Logistics

Seattle, WA · Mar 2022 – Present

- Led a 9-month migration of the order routing platform to a new ledger system across 4 engineering teams and 35 engineers, shipping with zero downtime and no data loss.
- Built a dependency tracking process in Jira and Confluence adopted by 3 product lines, cutting the number of cross-team blockers discovered after sprint start by half.
- Ran weekly risk reviews for a 6-team program supporting warehouse automation, surfacing 14 risks early enough to re-sequence work and hit the launch date.
- Negotiated scope with 5 engineering leads to cut a delayed feature from a release, protecting a committed launch date for 3 other features.

Technical Program Manager — Clearbrook Pay

Seattle, WA · Jul 2019 – Feb 2022

- Coordinated a 5-team effort to launch instant transfers, aligning backend, mobile and compliance on a schedule that shipped 2 weeks ahead of the regulatory deadline.
- Introduced a quarterly roadmap review across 8 engineering teams, cutting the number of conflicting priorities raised mid-quarter from 11 to 3.
- Managed the incident postmortem process for a platform with 40 engineers, driving 90% of action items to completion within 30 days.

SKILLS

Program management: Cross-team roadmapping, dependency tracking, risk management, release planning

Tools: Jira, Confluence, Asana, Gantt and critical-path tools, Looker (reporting)

Technical: System architecture basics, API contracts, CI/CD pipelines, SQL (basic)

Collaboration: Stakeholder alignment, executive reporting, incident and postmortem process

CERTIFICATIONS

PMP, 2021

EDUCATION

B.S. Computer Science, University of Washington, 2017

Fictional example by FindAJobAI: the person, employers and numbers are invented.