

Santanu Majumdar

SENIOR TECHNICAL PROGRAM MANAGER · L6 · AMAZON INDIA

Turning engineering complexity into business outcomes — AI/ML in ad trust, \$10M revenue programs, platform re-architecture at global scale. 14+ years across Amazon, LinkedIn, Citrix & beyond.

+91-8197290428 · santanu.majumdar@hotmail.com · Bangalore, India · linkedin.com/in/santanumajumdar

\$10M+

REVENUE IMPACT

\$5.7M

COST SAVED (FY24)

53.5M

SESSIONS DRIVEN

70%

MTTD REDUCTION

~200

GLOBAL TEAM SCALE

14+

YRS EXPERIENCE

EXPERIENCE

Senior Technical Program Manager (L6)

Amazon India · Advertising Trust Charter

Jan 2025 – Present

- ▶ Leading Amazon Ads Trust Charter across ~200 employees in APAC, UK & USA — driving machine-first ad moderation to cut human review time and ad defect rates globally
- ▶ Spearheading AI/ML & LLM integration into ad decision pipelines as part of FY25 strategy, in partnership with Science & AL/ML teams
- ▶ Defined data-driven OKRs via Kingpin Goals; led annual planning with CTO, SVPs & VPs on strategic resource allocation
- ▶ Built Grafana & Power BI dashboards automating cross-program visibility across 10,000+ employees
- ▶ Founded AT TPM Community — driving knowledge-sharing of TPM best practices globally at Amazon

Senior Technical Program Manager

LinkedIn India · Infra (Observability Engineering) & Consumer Engineering

Nov 2021 – Jan 2025

- ▶ **\$10M revenue impact** — re-architected Mobile Web monolith → micro-frontend in 7 quarters (vs. 12-qtr plan), cutting feed load from ~6s to ~2s; 53.5M sessions (+23% YoY), 17.9M WAUs (+26% YoY)
- ▶ **\$5.7M annual savings** — led Kusto Logs Cost Optimisation program (FY24)
- ▶ Built Observability Engineering charter from zero: **70% MTTD reduction, 60% MTTR reduction**; CSAT 3.2 → 4.5; P90 log freshness ~20 min → <6 min; e2e latency → <10 sec
- ▶ 29% first-week retention (+9% YoY); 262K app activations (+7% YoY)
- ▶ **Employee of the Year 2023 & Dream Team of the Year 2023**

Senior TPM – Global Strategy & Business Ops

Citrix R&D India · Bangalore

Jul 2020 – Nov 2021

- ▶ Co-led and secured **\$7M+ funding** for datacenter optimisation; completed London & Miami migrations cutting costs >50%
- ▶ Directed 6 high-impact programs across ~300 global employees; integrated 40+ products into IT managed portfolio
- ▶ Refreshed 10,000+ devices globally; spearheaded SAFe digital transformation at org scale

Engineering Manager – Realtor.com & AWS (ISV)

Brillio Technologies · Bangalore

May 2019 – Jul 2020

- ▶ Led two ISV charters (~\$5M revenue) with 45+ engineers across India & USA; 30% operational efficiency gain
- ▶ Delivered 15% revenue growth for MOVE (Realtor.com); 10% CSAT improvement for AWS; zero critical escalations
- ▶ 35% improvement in QBR outcomes; 15% increase in team retention; 10% reduction in hiring time

Technical Project Manager

Y Media Labs (Code & Theory) · Bangalore

Nov 2018 – May 2019

- ▶ Grew engineering team 6 → 22 (+300%); 98% customer satisfaction; 0% attrition; 30% release timeline improvement
- ▶ Delivered TAC, Apollo & TechZone applications; 40% stakeholder engagement improvement; 25% productivity gain

IMPACT AT A GLANCE

\$10M+ Revenue Impact (LinkedIn Mobile Web)

\$5.7M Annual Cost Saved (Logs Optimisation FY24)

\$7M+ Funding Secured (Citrix DC Programme)

70% MTTD Reduction (Observability Eng.)

10K+ Org Readiness Scale

CORE COMPETENCIES

- ▶ Program Strategy & OKR Design
- ▶ AI / ML & LLM Integration
- ▶ Platform Modernisation (0 → 1)
- ▶ Executive Stakeholder Mgmt
- ▶ Annual Planning (C-Suite)
- ▶ Observability Engineering
- ▶ Cost Optimisation Programs
- ▶ Cross-Geo Delivery (~200)
- ▶ Org Readiness (~10,000 people)
- ▶ Agile · SAFe · Lean · ITSM
- ▶ DevOps & CI/CD Delivery
- ▶ Risk & Dependency Mgmt

TOOLS & TECHNOLOGIES

JIRA · Grafana · Power BI · Azure · AWS
Confluence · Miro · GitLab · Docker
Python · REST APIs · ReactJS · CI/CD
MySQL · PostgreSQL · SAAS & Cloud

EXPERIENCE (CONTINUED)

Engineering Manager

Cisco Systems (via Genpact) · Bangalore

Jun 2015 – Nov 2018

- ▶ **RBAC Migration:** Multi-year program saving \$249K/yr and eliminating 80 hrs of manual work through automated role-based access controls
- ▶ Led annual planning, org readiness & program framework development across ~10,000 employees
- ▶ Implemented DevOps & Lean methodologies; automated build and deployment via CI/CD with Microsoft technologies
- ▶ Built and drove TPM community across APAC; mentored engineers and PMs across levels
- ▶ **Lean Six Sigma Global Context Winner 2016 · 3× consecutive Star Performer (2016, Q4 2017, Q3 2018)**

Senior Software Engineer

Oracle – Cerner Corporation · Bangalore

Jan 2012 – Jun 2015

- ▶ Founding engineer of the Cerner Technology Services (CTS) team; built the Immediate Response Center (IRC) web platform to significantly reduce incident resolution turnaround times
- ▶ Led architecture & development of platform components for enterprise products; **40% improvement in system response times**
- ▶ Created automation capabilities; performed thorough code reviews; improved deployment success rates by 15%
- ▶ Promoted from System Engineer → Senior Software Engineer for consistent high performance
- ▶ **Star Performer of the Year 2014**

EDUCATION

Master of Computer Applications (MCA) · CGPA 8.54 / 10

Visvesvaraya Technological University, Bangalore · 2009 – 2012

COMMUNITY & THOUGHT LEADERSHIP

- ▶ **LinkedIn Creator:** 11K+ followers · Weekly newsletter **Unblocked** — "Real talk on TPM, AI & Leadership. No fluff."
- ▶ **TPM Coaching:** topmate.io/santanumajumdar · 5.0 rating · Mentoring engineers & aspiring TPMs globally
- ▶ **PgMP Candidate** (Exam: July 2026) · **AWS Community Builder** — Top 6% Globally
- ▶ **Microsoft Certified Trainer (MCT)** · **Alibaba Cloud MVP (2020)**

CERTIFICATIONS

- ▶ **PMP** — PMI
- ▶ **PgMP Candidate** — PMI (Jul 2026)
- ▶ **PRINCE2 Found. & Practitioner** — Axelos
- ▶ **ITIL® 2011 Foundation** — APMG
- ▶ **Certified Scrum Master (CSM)** — Scrum Alliance
- ▶ **Certified Scrum Product Owner** — Scrum Alliance
- ▶ **SAFe 5 Agilist + SM + SPC** — Scaled Agile
- ▶ **Azure Solutions Architect Expert** — Microsoft
- ▶ **AWS Solutions Architect – Assoc.** — AWS
- ▶ **Power BI Data Analyst Associate** — Microsoft
- ▶ **Azure AI, Security & Data Fund.** — Microsoft
- ▶ **Lean Six Sigma Green Belt** — Genpact / Simplilearn

AWARDS & RECOGNITION

- ★ **Amazon** — AT TPM Community Founder (2025)
- ★ **LinkedIn** — Employee of the Year · Dream Team (2023)
- ★ **AWS** — Community Builder, Top 6% Global
- ★ **Alibaba Cloud** — Most Valuable Professional (2020)
- ★ **Microsoft** — Certified Trainer (MCT) (2020)
- ★ **Cisco** — Lean 6σ Global Winner · 3× Star Performer
- ★ **Y Media Labs** — Star Performer Q1 2019
- ★ **Brillio** — Value Champion (We Care) Oct 2019
- ★ **Oracle-Cerner** — Star Performer of the Year 2014