FARAZ AHMAD

Round Rock, TX | faraz7@gmail.com | linkedin.com/in/farazahmad7 | farazahmad.com

Technical Program Manager with 19 years in payments and platform, operating at Director-equivalent scope. Most recently sole global TPM for Visa Intelligent Authorization, Visa's flagship platform for agentic commerce and the next generation of its acquirer-processing platform — 20+ cross-functional teams across 6 engineering sites and 5 regions. Specializes in red programs: builds the visibility layer, installs the operating cadence, converts chronic noise into tracked metrics — and builds that instrumentation directly, shipping API-driven pipelines, LLM-assisted reporting, and dashboards used by SVP-level audiences.

EXPERIENCE

VISA INC. — Austin, TX | 2018 – 2026

Lead Technical Program Manager · *IC track, scope equivalent to Director-level people management*

Visa Intelligent Authorization — flagship agentic-commerce platform

- Sole global TPM for the authorization platform Visa announced in March 2026 as a flagship of its agentic-commerce strategy, built as the next generation of Visa Platform Connect: 300+ acquirers, up to 278M transactions a day at peak, 99.999% availability. Owned execution across 20+ cross-functional teams, 6 engineering sites and 5 regions. Recognized at ~5x peer-team average through Visa's internal recognition program.
- Reset the program's committed delivery baseline with both executive sponsors after a 90-day scope review showed inherited estimates sat nearly 2 quarters past what the teams could deliver; brokered written commitments across 4 critical dependencies, then hit the first 2 Testing in Production milestones on the new dates.
- Built the operating cadence for ~60–70% of build scope sitting in a siloed organization with no standing cross-team communication: weekly engineering review, bi-weekly cross-org review, and a 16-team Scrum of Scrums with self-service status wikis — giving leadership its first reliable view of cross-team dependencies.
- Escalated a ~$2M database infrastructure procurement to VP Engineering, Chief Architect, and Infrastructure Director, then ran the standing alignment cadence between 2 organizations with different tooling and procurement models until the build was on a healthy track.

Payments platform remediation — next-generation microservices migration

- Sole TPM on a VP-escalated program unblocking customer migrations onto Visa's next-generation payments platform, run concurrently with the above. Assembled 6 specialized delivery pods and built a Jira instrumentation dashboard as the program's single source of truth.
- Delivered 98% of Phase 1's 88 blocking issues against a hard deadline, unblocking a major gateway and enabling general availability for an alternative-payments product; ~254 issues tracked across the full program.
- Built the weekly executive reporting pipeline — live Jira data pulled through the API, structured weekly snapshots keeping a language model grounded in current program state, styled HTML rendered on a local scheduler. Adopted as the program's status of record by the SVP of Value Added Services and VP of Product Program Management.

Enterprise client leadership & regional growth

- Sole product-development-side TPM for a ~$12M annual strategic client engagement — a white-label payments and reporting platform resold by a top-5 US bank. Owned intake, release execution, global deployment communications, and monthly billing reconciliation, reporting weekly to 2 client SVPs.
- Designed and built an AI-assisted issue intake and triage system in 3 months — automated email capture into a shared Kanban board, machine-generated issue summaries and remediation suggestions, and a custom dashboard for resolution metrics. The data drove health checks, automated test builds, and root-cause reviews: weekly open issues fell from ~13 to 1–2, with ~95% closed within SLA.
- Built the Latin America growth program from zero: stood up 4 dedicated engineering teams serving 6 countries and grew program revenue past $50M against a $100M target. Delivered Pix enablement connecting the platform to Brazil's real-time payment rail, the gateway to Prosa, one of Mexico's largest processors (10B+ transactions a year), and the first gateway on Visa's next-generation payments platform, with Elo and Prisma.
- Sole administrator and technical contact for the enterprise portfolio-management platform at 1,300+ users — 6+ years of internal audits with 0 findings across access management, SSO, vendor resiliency, disaster recovery, and business continuity.

COMCAST NBCUNIVERSAL — Philadelphia, PA | 2016 – 2018

Senior Technical Program Manager · *Customer Experience Platforms*

- Ran delivery across 3–4 scrum teams for 3 platforms in parallel: a customer-journey visualization built on an AWS data stack, a proactive customer-messaging platform, and a self-healing engine for set-top boxes driven by device event data — partnering with the Director of Engineering and Product leadership on roadmap, capacity, and upward reporting.

- Built a health scorecard for the shared streaming data platform (Kafka, NiFi, Elasticsearch), which had no single view of component state: every service rated red, yellow, or green, with outage counts and minutes lost on a Smartsheet dashboard that leadership used to decide which components to strengthen for reliability.
- Carried the customer-journey platform, backed by Comcast's internal venture council, into a pilot with a Canadian operator providing production data, and put the self-healing engine live as a rules-based pilot while its ML models trained. The customer-journey platform remains in operation today.

MERRILL LYNCH, BANK OF AMERICA — Pennington, NJ | 2016

Senior Technical Project Manager — Emerging Technologies

- Led delivery for teams migrating application groups onto an enterprise-wide SDLC automation platform intended to accelerate DevOps adoption across the combined bank technology estate, reporting daily status to CTO-level leadership. Built the operations team's work management practice from the ground up and a tracking system for technical debt carried through onboarding.

BANK OF AMERICA — Newark, DE | 2012 – 2015

Vice President, Portfolio Execution

- Hired with a dual mandate: prove the technology framework for a proposed contact-center platform, and move a heavily waterfall organization to Agile delivery. Delivered the proof of concept that secured full funding for the resulting $40M program — team velocity doubled across 9 consecutive sprints, with 100% of stretch goals met and 0 stories or defects carried over.
- Ran the Agile transformation the program depended on, coaching and training the Scrum Masters for the teams that followed, then moved into its technical program management function as the program scaled to 8 more teams — hosting the program-wide Scrum of Scrums and owning cross-team dependencies, release readiness, and program financials with SVP-level sponsors.

EARLIER EXPERIENCE

Turnberry Solutions (Siemens Medical Solutions) — Senior Scrum Master, 2011–2012 · Led healthcare revenue-cycle releases across Malvern, Kolkata, and Romania, at one of the first organizations in the region running a genuine Agile transformation.

Alliance Global Services (Radian Group) — Project Manager, 2010–2011 · Led QA delivery across 4 concurrent mortgage-insurance platform projects and 4 offshore teams, reporting to the client CTO.

Accenture — Consultant, Systems Integration and Technology, 2008–2010 · Delivered across Bristol-Myers Squibb, AstraZeneca, DuPont, and Comcast; SAP NetWeaver and ABAP certified.

SAP America — Project Coordinator, Portal and Solution Engineering, 2007–2008

EDUCATION & CERTIFICATIONS

Stanford University, School of Engineering — Product Management Certificate, 2024

The Wharton School, University of Pennsylvania — Leadership and Management Certificate, 2022

Cornell University — Project Management Certificate, 2022

MIT — No-Code AI and Machine Learning, in progress (expected November 2026)

Austin Community College — Introduction to Python, 40 hours, 2025

Temple University — Coursework toward B.S., Information Systems and Technology

Certified Scrum Master and Certified Scrum Professional, Scrum Alliance · Leading SAFe (SAFe Agilist) · AWS Certified Cloud Practitioner

SKILLS & TOOLS

AI in production (enterprise): Claude Code, Anthropic API, custom Claude Skills, MCP integrations, Microsoft Copilot Studio, Azure AI Builder, Microsoft 365 Copilot

AI lab (personal): Google AI Studio and Gemini API, OpenRouter (multi-model inference via API), GitHub Copilot and Cline (VS Code coding agents), Antigravity CLI, Hermes Agent (self-hosted), Claude Design, Firebase

Automation & integration: Power Automate, REST APIs (Jira, Jira Align), scheduled jobs (macOS LaunchAgent), GitHub Actions (scheduled cloud jobs), Telegram bot alerts, headless-browser automation, SharePoint; Python and JavaScript built through agentic coding

Data & dashboards: React and HTML/CSS/JavaScript dashboards on GitHub Pages and Vercel, Streamlit, Smartsheet, SQL (T-SQL, PL/SQL), JQL

Program & portfolio: Jira, Jira Align, Rally (platform owner), VersionOne, Confluence, ServiceNow, MS Project, PagerDuty

Platforms: AWS (EC2, S3, Lambda, Kinesis, DynamoDB), Kafka, NiFi, Elasticsearch, Oracle, SQL Server, microservices, CI/CD

Methods: Scrum, Kanban, SAFe, XP, TDD/BDD, WSJF, OKRs

Engineering foundation: software development (C#, ASP.NET, SAP ABAP), QA and performance testing (Quality Center, LoadRunner, soapUI), SAP NetWeaver Basis