Manfred Johanning

Senior Program Manager | Risk & Compliance | Incident Response & Business Continuity | Third-Party Governance
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Washington, DC | Open to Remote, Hybrid (DC Metro), Relocation | U.S. Permanent Resident, no sponsorship required

SUMMARY

Senior program manager with 15 years at Amazon, promoted from Seller Support Associate to Senior Program Manager across four organizations, and founder of Pura Vida AI Labs, an AI operations studio building human-in-the-loop automation for small businesses. Focused on operational risk, compliance, and third-party governance: ran risk and compliance oversight for Amazon's North American Delivery Service Partner network, designed the weekly business review for worldwide risk teams, and built the risk framework and deliverable-traceability tracker that kept Finance, Legal, Accounting, Tax, and Trade aligned on a regulated satellite launch. Built the Selling Partner Services Incident Response Command Center from zero into a 24/7 shared service for four seller-trust organizations, lifting on-time incident handling from 74–75% to 97–100%, and led 40+ global business-continuity exercises.

EXPERIENCE

Pura Vida AI Labs - Washington, DC (Remote)
Founder & Principal, AI Operations & Program Delivery | 06/2026 – Present

- Shipped five working applications in four months with AI-assisted development (Claude, Cursor, Codex), each for a named problem: an HOA platform that moved management from one inbox to a shared ledger and claimable repairs, hardened with invite-only signup, admin approval, row-level security, and a security review; an operations hub that holds every AI-drafted reply for human approval; Bitácora, a bilingual agent that escalates above severity thresholds; a notary site with a password-gated case console and a fee calculator that proves most of a transfer fee is tax; and a guest app where guests track their tickets.
- Founded an AI operations studio and ran it as a program with controls built in: human-in-the-loop intake and escalation with severity thresholds, approval gates, role-based access, and reviewable records; a business plan iterated to version 5 with a validated feasibility model and contract kit; eight purpose-built AI agents; and Dispatch Desk, a specified AI dispatcher offer designed never to quote an unset price.

Amazon - Arlington, VA
Senior Program Manager, Amazon Leo (formerly Project Kuiper), Customer Terminal Supply Chain | 08/2025 – 06/2026

- Stood up the weekly governance forum, risk framework, and deliverable-traceability tracker that kept five corporate functions (Finance, Legal, Accounting, Tax, Trade) aligned to launch milestones.
- Standardized how the launch program engaged Finance, Legal, Tax, and Trade on public-policy and regulatory-compliance requirements, holding compliance and milestone commitments across launches.
- Secured leadership approval for launch transportation costs tied to customer-verification (KYC) requirements by validating the cost model through UAT across fulfillment stages.
- Built an AI agent on Amazon Quick Suite for portfolio consultation and dashboard Q&A, cutting stakeholder follow-up questions 20% and enabling real-time self-service.

Senior Risk Manager, Amazon Transportation Risk & Compliance | 03/2025 – 08/2025

- Ran risk and compliance oversight for Amazon's North American Delivery Service Partner (third-party last-mile) network.
- Designed and launched the Weekly Business Review used by every worldwide regional risk team, giving leadership one milestone-and-risk view and a standing decision cadence.
- Drove four process-gap projects through Scrum sprints, cutting employee-registration compliance contacts 20%.
- Built self-serve intake so delivery-partner teams surface risk and process-improvement opportunities early, with outcomes reported through director level; automated program updates in Slack (Canvas and channel automations).

Amazon Selling Partner Services - San José, Costa Rica / Arlington, VA
Senior Compliance Risk Manager, Seller Support Quality (transitional role after reorganization) | 11/2024 – 03/2025

- Joined the quality team, which runs programs that raise Seller Support associate performance, and partnered with business intelligence to automate its internal Appeals dashboard, replacing a manual report that took more than 12 hours a week.
- Managed a compliance audit report for about six weeks, reporting it to operations.

Manager, Major Incident Response (Command Center) | 10/2021 – 11/2024

- Built the Incident Response Command Center from zero for four seller-trust organizations (account health, payment risk, policy enforcement, brand protection), owning hiring, budgeting, policy, intake, escalation paths, and on-call design.
- Scaled the Command Center into a 24/7 shared incident service for four seller-trust organizations and 13,700+ employees, lifting on-time incident handling from 74–75% at launch to 97–100% within five weeks, against a 95% goal.

- **Cut average downtime from major events (MTTR) 68%** in the Command Center's first full year versus the prior year, reducing service disruption for selling partners during outages and incidents.
- Ran a monthly ticket-level service-level audit, roughly 430 exception decisions across 2023–2024, adjudicating every missed acknowledgement and resolution target so reported attainment stayed defensible.
- Led nine incident managers and reduced change-management-related missed launches 35% across the platform.
- Held first-touch acknowledgement on event alerts to a 2.23-minute average against a five-minute goal (Amazon's general SEV2 guideline is 30 minutes) and average resolution to six minutes against a 30-minute goal, on automated on-call paging.
- Led the move of the team's project portfolio from an internal project-management tool to Asana in Scrum sprints, keeping projects in flight on cadence; cut intake approval time from about 30 days to 6.5 days, inside a 7-day SLA, and raised visibility and team response across all projects 25%.

Amazon Selling Partner Support - San José, Costa Rica
Command Center Incident Manager – Program Manager | 07/2018 – 10/2021

- Led the response to cyberattacks, a main server outage, AWS outages, and selling-platform failures, briefing directors.
- Directed the Americas incident response team (five incident managers) providing worldwide coverage, carrying roughly 65% of Selling Partner Support's worldwide critical-event escalation volume.
- Cut ticket volume 15% year over year by partnering with case-management engineering on code review, production change deployments, UAT, and service-graph monitoring.
- Supervised 13 direct reports in Seller Support Operations triaging case-management tooling and catalog escalations.

Amazon Selling Partner Support - San José, Costa Rica
Incident Response Manager – Program Manager | 02/2012 – 07/2018

- On-call incident commander for SEV1/SEV2 incidents across selling partners, operations, leadership, and vendors in a 24/7 follow-the-sun rotation spanning North America, India, and Europe.
- Drove the response to the 2016 Northern Virginia (IAD) data-center outage that took seller-facing and internal systems down end to end, running the bridge, escalation communications, and event summaries for leadership and engineering.
- Coordinated seller-account protection and communications during major weather events, including Hurricane Sandy, and shipped event banners into the seller communication path with engineering.

Earlier: Seller Support Associate, Amazon (10/2010 – 02/2012); Technical Support Specialist, Hewlett Packard Enterprise (2008 – 2010)

PROGRAMS & PROJECTS

- **Business Continuity Drill Program (2023):** 40+ drills across five sites and 24 site-preparedness events with global risk and site-operations teams; critical-event communication response improved 15%.
- **Peak Sales Event Readiness (2022 – 2024):** One of six named escalation contacts for the worldwide seller-services control center during Black Friday / Cyber Monday 2022; the team's readiness-assessment contact for that event and for Prime Day 2024.
- **Vigil Uptime Command Center (2026):** Launched a live uptime and incident dashboard with controls built in: a client site anonymized by server, type, and build-time leak checks, a read-only monitoring key kept server-side, and Mozilla Observatory A+ on its own URL at launch.

SKILLS

Risk & Compliance: Operational Risk Management, Risk Assessment & Mitigation, Compliance Program Management, Third-Party & Vendor Risk Oversight, Risk Frameworks, Controls & Risk Register, Governance Forums, Business Continuity & Disaster Recovery, Incident Management, Crisis Management, Regulatory Launch Support, Trust & Safety Operations, Executive Risk Reporting

Program & Delivery: Program Management, Portfolio Management, Project Intake & Portfolio Governance, Stakeholder Management, Cross-Functional Leadership, Executive & KPI Reporting, Change Management, Tool Migration & Adoption, Release Management, User Acceptance Testing (UAT), Process Automation

Methods: Agile, Scrum, ITIL (IT Service Management), PRINCE2, Lean Six Sigma, PMBOK (PMI)

Tools: Asana, Smartsheet, Jira, Confluence, ServiceNow, Workfront, Salesforce, Tableau, Amazon QuickSight, Amazon Quick Suite, Claude / LLM agents, AI-assisted software development (Cursor, Codex, Python), SQL, AWS S3, Slack, Microsoft 365, TestRail

EDUCATION

Instituto Tecnológico de Costa Rica | Technical Associate Degree, Project Management (PMI PMBOK® Guide, 5th Ed.) | 2015 – 2016

CERTIFICATIONS & LANGUAGES

PRINCE2 Agile® Foundation & Practitioner, SureSkills, 2022 (ID GR656247640MJ) | Scrum Master Professional, CertiProf, 2022
ITIL® Foundation, PeopleCert, 2017 (ID GR750315196MJ) | Languages: English and Spanish (native), Portuguese (intermediate)