Manfred Johanning

Senior Program Manager | Technical Program Management | Incident, Change & Release Management | AI Automation
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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, where he builds and ships software with AI-assisted development. Runs technical programs where engineering, operations, and leadership meet: incident response, change and release management, monitoring, and AI automation. 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 cut average downtime from major events 68% in its first full year with 50+ service alarms merged into one monitoring dashboard. Partnered with engineering on code review, change deployments, and UAT to cut ticket volume 15% year over year, and ships LLM agents with measured adoption (reporting time cut 22%, follow-up questions cut 20%).

EXPERIENCE

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

- Shipped five working applications in four months, each for a named problem: an HOA platform (Supabase, row-level security, invite-only signup, bank-statement-to-ledger import) that moved management from one inbox to a shared ledger and claimable repairs; a notary site and case console (Next.js, Neon Postgres, per-case campaign attribution) whose fee calculator shows clients most of a transfer fee is tax; an operations hub with AI-drafted, human-approved replies across Airbnb and WhatsApp; Bitácora, a bilingual agent that classifies and escalates WhatsApp and email against severity thresholds; and a Capacitor iOS/Android guest app with ticket tracking.
- Founded an AI operations studio and personally built and released software with AI-assisted development (Claude, Cursor, Codex) on Next.js, Supabase, Neon Postgres, Vercel, and Capacitor (iOS/Android), with WhatsApp/email intake, role-based access, row-level security, CI/CD pipelines, and human-in-the-loop escalation logic, version-controlled in GitHub and GitLab.
- Launched Vigil, a live uptime and incident dashboard, from brief to tested build and launch in one day, directing AI agents through a binding spec, eight work packages, and seven launch gates: Lighthouse 95 mobile and 100 desktop on the live site, 417 automated tests at launch.

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

- 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.
- Built the single portfolio of record (Asana + Smartsheet) for the satellite customer-terminal supply-chain launch: scope, schedule, budget, and risk in one view for leadership.
- 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.

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

- 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).
- Ran risk and compliance oversight for Amazon's North American Delivery Service Partner (third-party last-mile) network.

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.
- 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.
- Partnered with engineering to consolidate 50+ critical service alarms into one monitoring dashboard, and wrote a browser script that auto-generates incident tickets from escalation data, cutting ticket-creation time 20%.
- Led nine incident managers and reduced change-management-related missed launches 35% across the platform.
- Defined incident KPIs and partnered with business intelligence on executive dashboards (Amazon QuickSight, Tableau).
- 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

- Cut ticket volume 15% year over year by partnering with case-management engineering on code review, production change deployments, UAT, and service-graph monitoring.
- 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.
- Supervised 13 direct reports in Seller Support Operations triaging case-management tooling and catalog escalations.
- Built and ran the team's worldwide project portfolio and intake: an approval committee and project office, monthly portfolio reporting to regional managers, and a critical SOP revamp delivered in Scrum sprints.

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

- 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.
- 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.

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

PROGRAMS & PROJECTS

- **AI Agent & Internal Tools Development (2025 – 2026):** Amazon Quick Suite agent for project and dashboard Q&A with an FAQ knowledge base built from requirement documents (stakeholder satisfaction up 35%, reporting time cut 22%); Claude-powered email summary review, meeting-note action tracker synced to Asana, and mobile issue tracker (30% efficiency gain).

SKILLS

Technical Program: Technical Program Management (TPM), SDLC Partnership, Change Management, Release Management, User Acceptance Testing (UAT), Service Monitoring, Alerting & Reliability, On-Call & Paging Design, Incident Management, Escalation Management, Dependency & Risk Synthesis, Post-Incident Review & Root Cause Analysis, Process Automation, LLM Agents & AI-Assisted Development

Program & Delivery: Program Management, Portfolio Management, Project Intake & Portfolio Governance, Stakeholder Management, Cross-Functional Leadership, Executive, KPI & Metrics Reporting, Risk Management, Roadmap Planning, Business Continuity & Disaster Recovery, Compliance, Process Improvement, Tool Migration & Adoption

Methods: Agile, Scrum, Waterfall, 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, Tampermonkey

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)