Jamie Pilgrim

Technical Program Manager | Seattle, WA (open to remote)
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Technical Program Manager with 9+ years of experience across software engineering, developer infrastructure, and technical program leadership, including 4.5 years at Google. Experienced in leading cross-organizational engineering initiatives involving API modernization, legacy-system migrations, engineering productivity, and technical operations.

EXPERIENCE

Google | Technical Program Manager | Seattle, WA | 01.2022-08.2026

Protocol Buffers (protobuf), Google's data-serialization library used across Google and by open-source, including Cloud customers | 05.2025 – 08.2026

- **Established and drove a phased deprecation program to retire a legacy protobuf version (Java Proto 1)** deprecated for 10+ years. Defined the phasing, timeline, support model, escalation path, and tracking, and secured Director of Engineering approval. The program was on track for full turndown, with zero incidents, when I left.
  - **Developed a script to remove obsolete files** and identify remaining usage across 40+ dependent teams, enabling targeted migration planning and prioritization of active dependencies.
  - **Negotiated a freeze on new usage with capacity-constrained teams.** This stopped the legacy footprint from growing and ended the allowlist approvals that cost protobuf engineers several reviews every week.
- **Revived a stalled protobuf–Cloud SDK program** by naming workstream owners, building a central project hub, and setting a status cadence. Nearly every workstream delivered an initial artifact within 2 months.
- **Rebuilt how breaking changes ship after an earlier release disrupted major Google Cloud customers.** Ran 1:1 interviews and a retrospective, published a one-pager of fixes, and led a recurring sync across protobuf, Cloud Client Libraries, and gRPC. The next 2 breaking releases shipped with zero customer escalations.
- **Built an ops dashboard** and used support-request trends to cut the on-duty rotation from 2 engineers to 1, returning capacity to roadmap work.

Languages team | 05.2024–05.2025

- **Launched a cross-team study extending Google's code-readability program to open-source repositories**. Turned a draft into a milestone plan, built the program site, guides, and feedback forms, and recruited volunteer authors and mentors.
- **Owned communications for a customer outreach program** and delivered an insights summary that gave leadership org-wide visibility.
- **Designed a structured intake process** for the C++ Style Guide working group, with request categories and response-time targets.

TAO, engineering efficiency org (Tooling, Architecture and Optimization) | 01.2022–05.2024

- **Migrated ~24 fleet-wide profiling data pipelines to a new database platform** (SQL refactoring, historical backfills) and fixed bugs in the efficiency dashboards that executives used to track performance across Google's services.

- **Ran the optimization review committee,** managing intake, review, and approval for ~30 proposals to reduce compute cost across Google.
- **Owned the quarterly business reviews and newsletter**, coordinating input from engineering leads. Published within 30 days of quarter end, the team's earliest ever.
- **Covered a senior TPM's full portfolio** during a multi-month leave while keeping my own programs on track.

Microsoft | TPM Apprentice | Redmond, WA | 01.2020-06.2020

- **Analyzed customer hardware-failure data** with storage engineering and retail teams, isolated root causes, and recommended structured data intake to improve future telemetry.
- **Built a Power BI dashboard** reporting program ROI, impact, and OKR status.

Avvo | Full-stack Software Engineer | Seattle, WA | 01.2018-01.2020

- **Built and A/B tested features for Avvo.com's consumer services** (lawyer profiles, search, Q&A, messaging) on a distributed Rails, Elixir/Phoenix, Vue, and React stack, improving page performance (10% faster load time), SEO rankings (top 3 Google results), and user engagement.
- **Took on PM/TPM duties** for my team during a period of attrition, running planning and coordination alongside my engineering work.

Ada Developers Academy | Code School Instructor | Seattle, WA | 08.2016-01.2018

- **Designed curriculum and led cohorts of 20+ students** through a 6-month intensive that prepared them for internships at Amazon, Google, Microsoft, and other Seattle tech companies. Students had a 90–94% post-internship hire rate.

SKILLS

Program Management: cross-org program leadership, risk and dependency management, escalation paths, deprecation and migration programs, release and breaking-change management, roadmaps and OKRs, executive reporting and QBRs, retrospectives, intake and triage processes, on-call operations.

Technical: SQL, data pipelines and analytics, scripting and internal tooling, API development and lifecycle management, Git/GitHub, Protocol Buffers, gRPC, Ruby on Rails, Elixir/Phoenix, JavaScript (React, Vue).

EDUCATION

DevBootcamp | Web Development | Chicago, IL
University of Technology Sydney | Visual Communication | Sydney, AUS
Minneapolis College of Art and Design | Advertising | Minneapolis, MN

INTERESTS

Outside of work, I enjoy plein-air oil painting, alpine hiking, and competitive curling. At work, I enjoy getting to know my colleagues and creating community.