

# JASON WU

Technical Product Manager | Engineering-Rooted PM

Internal Products, Workflow Automation, Workforce & Platform Tooling

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## PROFESSIONAL SUMMARY

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Technical PM with 15+ years building and scaling developer-facing platform products and infrastructure to drive velocity, reliability, and organizational scale — backed by a BS in EECS from UC Berkeley and hands-on experience as a full-stack software engineer. At Meta, owned workforce and recruiting platform tooling including an ML-powered resume classifier and candidate profile aggregator that helped the company grow from 3,000 to 11,000 employees and hit its annual hiring target for the first time since IPO. At USDS, rebuilt a federal refugee admissions workflow — automating a paper-based process to cut case turnaround from 8 weeks to 3–4 days and contributing to the program’s highest admissions year on record. Currently orchestrating platform roadmap alignment across Block’s 4,000+ engineers via a continuous stakeholder research program (3,200+ responses per quarter at >90% participation) and leading rollout of AI-powered internal automation that reclaimed 1,000+ engineering hours per week. Deep fluency in workforce analytics, identity & access management, process orchestration, and ML-powered internal tooling. Equally comfortable building SQL models and dashboards as presenting strategy to Executive Leadership.

## CORE COMPETENCIES

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**Platform & Internal Products:** Internal Products, Workflow Automation, Process Orchestration, Workforce & People Analytics, Identity & Access Management (IAM/SSO/MFA), ML-Powered Internal Tooling, Platform Strategy, Cross-BU Alignment

**Frameworks & Methodologies:** DORA Metrics, SPACE Framework, Workforce Analytics, Stakeholder Research (surveys, interviews, quarterly planning), Process Mapping & Automation, Agile/Scrum, OKRs, Incident Management

**Technical & PM Skills:** Full-Stack Engineering (C#, .NET, PHP, JS, SQL), Roadmap Strategy, Executive Communications, Vendor Management, Stakeholder Alignment, Data-Driven Decision Making, SQL/Data Modeling and Analysis

**Tools & Platforms:** Snowflake, Looker, Tableau, SQL/Oracle/Hive, Datadog, Splunk, Qualtrics, Anthropic Claude Code, OpenAI Codex

## WORK EXPERIENCE

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**Block, Inc. (formerly Square)** • Seattle, WA Aug 2021 – Present

*Global fintech company (\$20B+ revenue) operating Square, Cash App, and Tidal — 4,000+ engineers across 600+ applications.*

**Platform Product Manager** | Developer Velocity Program Lead, Platform and Foundational Engineering

Reclaimed 1,000+ engineering hours/week through AI-powered internal automation; drove 170% improvement in engineering throughput.

- Built engineering workforce analytics infrastructure for 4,000 engineers — standardizing DORA + SPACE as the shared efficiency framework, shipping the Master Velocity Dashboard for weekly CTO reporting, and producing data narratives for Board of Directors reviews and Investor Day materials.
- Drove initiatives supporting PR throughput from 2.0 to 5.4 PRs/Engineer/Week (+170%) and improved the Developer Experience Index (DXI) from 50 to 62 across all 16 drivers — including targeted pipeline improvements across Java, Go, and Web — while maintaining historically low SEV0/1 incident counts across 4,000 engineers.
- Drove Canary Deployment adoption from 27% to 68% and Auto-Rollback usage from 2% to 15% across Block’s deployment infrastructure — authoring the “Release Excellence” strategy to automate away manual intervention during failed deployments and establish continuous delivery as the org-wide standard.
- Led rollout of an AI-powered internal build automation platform across Block’s engineering org — automating failure triage and resolution workflows to reclaim ~17% of time previously lost to manual intervention and return 1,000+ engineering hours per week, while consolidating fragmented CI tools into a unified internal workflow.
- Launched and owned the Platform Planning and Research Program — orchestrating roadmap alignment across Square, Cash App, and Tidal business units through a continuous stakeholder research program generating 3,200+ survey responses per quarter at >90% participation.

**Flatiron Health** • New York, NY (Remote) Nov 2018 – Aug 2021

*Google Ventures Health technology company focused on accelerating oncology research — flagship product OncoEMR*

**Platform Product Manager** | Release Engineering, Automated Testing, Centralized Authentication

Reduced production incidents by 58% and consolidated identity & access management through internal platform tooling.

- Owned three concurrent internal platform roadmaps — release engineering, automated testing, and centralized authentication — orchestrating cross-functional delivery with SRE and Security to unify reliability and access management practices across Flatiron's engineering org.
- Built error monitoring and alerting tooling for OncoEMR with programmatic code ownership assignment — reducing production incidents by 58% and surfacing 48% more bugs via automatic alerts before customer reports.
- Led identity & access management (IAM) rollout for OncoEMR — shipping SSO and MFA to consolidate authentication for doctors, improving login UX while hardening security posture and enabling new standard access controls org-wide.
- Served as Release Manager across OncoEMR — leading incident analysis and building an observability roadmap that introduced new monitoring tooling and response processes across the engineering org.

**United States Digital Service (USDS)** • Washington, D.C. Apr 2016 – Sep 2017

*Federal technology unit under the Executive Office of the President, modernizing critical government digital services.*

**Product Manager / Team Lead** | US Refugee Admissions Program

Automated refugee case workflow to cut turnaround from 8 weeks to 3–4 days; contributed to the program's highest admissions year on record.

- Promoted to Team Lead of the Refugee Coordination Center — leading cross-agency collaboration across State and Homeland Security, and awarded the Director's Partnership Award for Effective Interagency Cooperation.
- Rolled out the Digital Refugee Approval Stamp — automating a manual paper-based approval workflow to enable case processing anywhere in the world, cutting turnaround from 8 weeks to 3–4 days while improving security standards.
- Designed the Refugee Processing Data Model and analytics pipeline — providing end-to-end workflow visibility that contributed to exceeding the 85,000 refugee admissions target, a 20%+ increase over any prior year.
- Delivered the first successful release of the Digital Naturalization Process in the ELIS immigration system — resolving years of prior failed government attempts.

**Meta (formerly Facebook)** • Menlo Park, CA Nov 2012 – Aug 2015

*Social technology company; team owned internal workforce, recruiting, and operational platform tooling*

**Internal Product Manager / Technology Partner** | Workforce & Recruiting Platforms, ML-Powered Internal Tooling

Owned the workforce platform roadmap that enabled the company to hit hiring targets for the first time since IPO, supporting growth from 3,000 to 11,000 employees.

- Owned the end-to-end workforce platform product suite supporting Facebook's growth from 3,000 to 11,000 full-time employees — delivering internal tooling that helped the company hit its annual hiring target for the first time since IPO
- Built an ML-powered Resume Ranking Classifier that recovered 2,000+ qualified candidates missed by human screeners and a Candidate Profile Aggregator that automated recruiter research, cutting lookup time from 15 min to 1 min across thousands of daily searches.
- Designed Recruiting Funnel Analytics dashboards for hiring pipeline optimization and KPI tracking — identifying bottlenecks across the hiring funnel and saving ~600 employee hours/month through workflow automation.

**Pearl / JustAnswer** • San Francisco, CA Sep 2008 – Oct 2012

*Expert marketplace platform; team owned core revenue and transaction systems.*

**Software Engineer → Technical Lead** | Core Feature Team

Drove 10% improvement in revenue per customer through building pricing optimization systems.

- As a full-stack engineer, architected the site's pricing system (C#, .NET, SQL) for dynamic price testing and distribution, contributing to a 10% improvement in revenue per customer.
- Built the expert payout and profile management systems — serving as Technical Lead bridging product, design, and engineering to maintain a cadence of 3–4 feature tests per week.

## EDUCATION

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**University of California, Berkeley**

Bachelor of Science, Electrical Engineering & Computer Science (EECS)