

JASON WU

Technical Product Manager | Engineering-Rooted PM

Developer Productivity, Platform Reliability, AI Workflow Acceleration

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PROFESSIONAL SUMMARY

Technical PM with 15+ years of experience building developer platforms that improve velocity and reliability at scale — backed by a BS in EECS from UC Berkeley and hands-on experience as a full-stack software engineer. Currently leading Developer Velocity strategy at Block (Square, Cash App, Tidal) for an organization of 4,000+ engineers, driving a 170%+ improvement in PR throughput, 99.90% deployment reliability, and 1,000+ weekly engineering hours saved through AI-assisted CI tooling alone. Proven ability to synthesize deep qualitative developer research with high-fidelity system metrics into executive-level platform strategy, with contributions reaching Block's Board of Directors and Investor Day materials. Uniquely capable of bridging the gap between developer needs, engineering systems, and business outcomes.

CORE COMPETENCIES

Platform & Developer Experience: Developer Velocity, CI/CD, Build Systems, Deployment Reliability

Frameworks & Methodologies: DORA Metrics, SPACE Framework, Agile/Scrum, OKRs, Release Engineering, 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: Anthropic Claude Code, OpenAI Codex, Snowflake, Looker, Tableau, Datadog, Splunk, Qualtrics

WORK EXPERIENCE

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

Drove 170% improvement in developer throughput and 1,000+ hours/week in reclaimed engineering capacity

- Owned the Developer Velocity metrics framework as a Block-wide corporate priority, standardizing DORA + SPACE metrics (PR Throughput, Lead Time to Change, Deployment Frequency) as the shared language for engineering efficiency across 4,000 engineers. Built the Master Velocity Dashboard for weekly CTO and Inner Core reporting; became the organization's referenced expert on engineering productivity measurement during large scale AI adoption. Produced data narratives for Board of Directors reviews and Investor Day materials; providing transparent visibility into engineering efficiency.
- Researched and drove improvements that increased PR throughput from 2.0 to 5.4 PRs/Engineer/Week (+170%) and increased our qualitative Developer Experience Index (DXI) from 50 to 62 points across all 16 drivers — while maintaining historically low SEV0/1 incident counts.
- Authored the "Release Excellence" strategy document with modern Continuous Delivery practices. Drove Canary Deployment adoption from 27% to 68% and Auto-Rollback usage from 2% to 15% by focusing roadmap on user-driven feature gap research — establishing these as org-wide defaults to significantly reduce manual intervention during failed deployments and to increase release confidence at scale.
- Led the rollout of an AI-enabled CI platform and build resolution system in collaboration with internal AI teams, saving developers approximately 17% of their time previously spent resolving failed builds, returning an estimated 1,000+ engineering hours per week org-wide; bridging multiple CI platforms for long-term CI consolidation.
- Created the Platform Engineering quarterly planning process, aligning platform teams with developer needs across Square, Cash App, and Tidal.

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

Google Ventures Health technology company focused on accelerating oncology research — flagship product OncoEMR used by cancer care providers nationwide.

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

Built proactive error monitoring to reduce production bug incidents by 58%.

- Owned three roadmaps across multiple teams: release engineering, automated testing, and centralized authentication, also working closely with partner SRE and Security teams.
- Led the build of error monitoring and alerting tooling for OncoEMR combined with programmatic code ownership assignment, resulting in 58% fewer production bug incidents and 48% more bugs surfaced through automatic alerts before customer reports.
- Led identity federation and multi-factor authentication rollout for OncoEMR, consolidating authentication across 100+ developers to improve security posture and enable new standard security controls.
- Served as Release Manager, owning incident analysis and creation of an observability roadmap that drove new monitoring tooling and process 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

Reduced refugee case 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; led cross-agency collaboration with the Departments of State and Homeland Security — awarded the Director's Partnership Award for Effective Interagency Cooperation.
- Rolled out the Digital Refugee Approval Stamp (PHP, SQL) enabling cases to be approved anywhere in the world, reducing case turnaround time from 8 weeks to 3–4 days while improving security standards.
- Designed the Refugee Processing Data Model (SQL, Tableau) providing an end-to-end pipeline view; contributed to the program exceeding its 85,000 refugee admissions target — a 20%+ increase over any prior year.
- Coordinated the first successful release of the Digital Naturalization Process in the ELIS immigration system after years of prior government failures.

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

Social technology company; team supported internal platform tooling for Engineering, Legal, Finance, HR, and BI during a period of rapid headcount growth.

Internal Product Manager / Technology Partner | Internal Tools — Engineering & Recruiting Platforms

Owned internal tool roadmap to hit hiring targets for the first time since IPO, supporting growth from 3,000 to 11,000 employees.

- Delivered internal tools supporting company growth from 3,000 to 11,000 full-time employees, helping Facebook meet its annual technical hiring target for the first time since IPO; consistently rated "Greatly Exceeds Expectations."
- Built a Resume Ranking ML Classifier for prioritized sourcing and job matching, recovering 2,000+ false negatives from human resume screeners; built a Candidate Profile Aggregator reducing average research time from 15 min to 1 min across thousands of daily searches.
- Designed Recruiting Funnel Dashboards (SQL, Oracle, Hive, Tableau) for bottleneck analysis and KPI tracking; automation saved ~600 employee hours/month.

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

Built the pricing system that drove a 10% improvement in revenue per customer.

- 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 system and expert profile management system; served as Technical Lead interfacing between product, business analysts, designers, and engineering — averaging 3–4 feature tests per week.

EDUCATION

University of California, Berkeley Graduated 2008

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