

Devon ORourke

Staff Technical Program Manager, MBA, APM, POPM

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SUMMARY

Staff Technical Program Manager with 10+ years of experience leading complex, multi-disciplinary technical programs from concept to launch. Proven track record of driving execution excellence in matrixed environments, managing project schedules and communicating with stakeholders from engineers to executives. Expert in leveraging data-driven insights and AI/LLM tooling to solve complex engineering challenges and achieve strategic business objectives. Specializes in managing the full lifecycle of integrated hardware/software systems, cloud platforms (GCP/AWS) and CI/CD agile product development. Architect of AI-augmented workflows that bridge disparate data platforms to surface actionable intelligence.

EMPLOYMENT HISTORY

Distinguished Technical Program Manager | 04/2020 – Present | Verizon

- **Data Platform Integration & AI-Driven Discovery:** Identified a critical silent network failure affecting 40% of devices by integrating GCP, Splunk, and LLM-based analysis into a unified diagnostic view. Led remediation that restored device availability by 90% on affected units. Developed installer retraining program based on root-cause findings, eliminating recurring deployment failures.
- **Portfolio & Strategic Leadership:** Defined and managed a portfolio of high-impact programs. Owned end-to-end leadership of an \$8.38B program that launched a market-disrupting 5G broadband solution. Identified and pitched a \$200M vertical product opportunity, leading a pilot program to validate revenue potential.
- **Process Optimization & Velocity:** Accelerated time-to-market by removing 90,000 engineering hours through process re-engineering and standardization. Established a reliable program review and prioritization cadence, resulting in measurable efficiency gains and faster revenue generation.
- **Cross-Functional Execution & Governance:** Led complex, cross-functional projects by managing program scope, vetting new requests, and driving technical consensus to hit cost, schedule, and feature targets. Effectively mitigated dependencies and risks across hardware and software teams, accelerating launch of a new product by 3 weeks.
- **Internal Tooling & Automation:** Built a commissioning file generator on GCP (leveraging BigQuery/SQL) that cut deployment time by 30 minutes per node (40% reduction). Developed an API integration that eliminated manual swivel chair processes, saving 10+ actions per incident. Optimized cloud resource usage in GCP by standardizing data workflows, reducing redundant compute costs by 15%.
- **AI-Augmented Program Intelligence:** Architected and built an agentic TPM intelligence platform using Python, local LLMs (Ollama), MCP servers for

tool-connected context retrieval, and DAG-orchestrated pipelines for multi-source data aggregation, enabling natural language analysis and automated decision support across job market, program, and operational data, returning 5% of available bandwidth for critical work. Demonstrating proficiency in LLM orchestration, prompt engineering, and building production-grade AI agent pipelines.

- Executive Communication & Stakeholder Management: Owned and delivered clear, concise executive-level reporting on program status, risks, and solutions, ensuring alignment from engineering teams to senior leadership.

Network Operations Manager | 06/2019 – 04/2020 | Verizon

- Directed and empowered 8 Network Engineers by building trust through consistency and showing empathy. Provided coaching and regular feedback with ad-hoc discussions and formal end-of-year reviews.
- Activated 5G NR at 2 venues, Gillette Stadium and Xfinity Center, that improved the customer experience and provided additional revenue opportunities.

Verizon Leadership Development Program | 06/2016 – 06/2019 | Verizon

- Recognized as an emerging leader; developed skills across RF Design, Real Estate Management, and Fiber Operations.
- Identified \$400,000 in permit refund credits owed by the City of Boston to Verizon through data-driven analysis.

EDUCATION

07/2016 - 01/2019

Strayer University - MBA

06/2012 - 05/2016

University of Massachusetts Amherst - BS Computer Systems Engineering

Technical Skills

AI & Data: LLM Prompt Engineering (Claude, ChatGPT, DeepSeek, Gemini), Ollama/Local LLM Orchestration, AI Agent Pipeline Design, Multi-Platform Data Integration (GCP + Splunk + LLM), Python, SQL, BigQuery, Tableau, Data Analysis & Visualization

Program Management: Agile, SAFe, JIRA, Rally, Atlassian Suite, Stakeholder Management, Executive Reporting, Cross-Functional Leadership, Product & Program Lifecycle, Hardware/Software Development Lifecycle

Cloud & Infrastructure: GCP, AWS, CI/CD Pipelines, API Integration, Network Architecture, 5G NR, Telecom Systems

Business: Business Intelligence, Strategic Planning, Vendor Management, Budget Ownership (\$8M+), Pilot Programs

