

Senior Technical Product Manager

Product manager who ships: from product brief to merged pull request, building production code and internal AI tooling with AI coding agents.

Product manager with 14 years in billing, payments, and infrastructure. At Maxio, I write the strategy, the specs, and the code, with 110+ production pull requests in the last 12 months. Previously led engineering teams and automation programs that saved \$1.5M.

Product: strategy, discovery, usage-based billing, API design · **Building:** Ruby on Rails, Python/Django, Claude Code, MCP, GitHub Actions, functional & end-to-end testing · **Leadership:** Agile/SAFe, cross-functional delivery, team development

Building as a Product Manager

- **Spec to ship:** Led segment-level custom pricing from the first deep-dive in July 2026 to production in about 3 months, writing the milestone plans and then shipping 7 pull requests for the pricing logic and validation.
- **Strategy:** Wrote the Wallet & Entitlements MVP brief, a board-level initiative to win AI-platform billing against Stripe, Orb, and Metronome.
- **Consistent delivery:** Shipped production code every month for 17 months, with 110+ merged pull requests across metering, wallets, entitlements, invoicing, and dashboards.
- **Multiplying the team:** Built Maxio's internal Claude Code plugins for local setup of 6 apps, CI-failure diagnosis, and ticket-to-PR automation, now used and extended by engineers.
- **Functional-test skill:** Built a Claude Code skill that tests any Maxio feature end to end through the API and a real browser, deploys the branch to a dev environment, blocks production targets, and publishes a test report for the PR.

Selected builds: [job-search-copilot](#) (open-source Claude skill) · [Maxio developer docs](#) (Wallets, Entitlements, and Hybrid Pricing APIs)

Professional Experience

Maxio (Remote)

May 2025 – Present

Product Manager & Builder, Event-Based Billing

Own metering, wallets, entitlements, and pricing for a B2B SaaS billing and revenue platform, end to end: customer discovery → product brief → implementation plan → production code → functional testing → public API docs.

- **Discovery:** Ran customer feedback sessions and turned the findings into prioritized Jira work and fast-follow releases, including Monthly Accruals for Metering and clearer zero-usage invoice lines.
- **Product brief:** Scoped the Wallet & Entitlements MVP to subscription-level wallets so the foundation for AI-platform billing could ship quickly without replacing existing prepaid billing.
- **Implementation plans:** Wrote engineering deep-dives and milestone plans, including segment-level custom pricing for Maxio Metering.
- **Code:** Shipped across Rails (Advanced Billing) and Django (Maxio Core), including prepaid rollover and expiration, wallet balances and expirations, entitlements, invoicing fixes, and a customizable dashboard.
- **Functional testing:** Tested each feature end to end through the API and the UI on a dev deployment before release, backed by regression tests; caught and fixed bugs in prepaid expiration overrides before customers saw them.
- **API docs:** Wrote the public Wallets, Entitlements, and Hybrid Pricing API documentation on [developers.maxio.com](#).
- **Go-to-market:** Wrote a billing best-practices article that became a 5-day marketing campaign.

Affinipay, Austin, TX (Remote)
Software Engineering Manager**2022 – 2024**

Led software engineering team overseeing seven critical applications on AWS infrastructure for core payment processing operations within an event-based architecture. Primary application was a platform handling \$20B in transactions annually. Liaised with Product, Architects, DevOps, and QA teams to align development efforts in line with business objectives. Steered delivery of new, high-quality features across various high-priority projects utilizing Agile Scrum methodology, balancing innovation with the resolution of technical debt. Cultivated a culture of engagement and accountability, enabling engineers to fully own development and deployment processes.

- Directed the migration of 65K merchants to a new payment processing backend, improving system scalability and supporting \$20B in annual transactions.
- Delivered \$870K in monthly savings through innovative interchange rate optimization features.
- Expanded and elevated the team by hiring 2 key full-time members and promoting two high-performing individuals, enhancing overall capabilities and fostering a culture of growth and recognition.
- Spearheaded the development of an innovative Usage application to replace the outdated legacy system with zero downtime, driving significant improvements in efficiency, scalability, and overall system performance.

Rackspace Technology, San Antonio, TX
Software Development Manager**2019 – 2022**

Directed global automation and application engineering teams to optimize operational efficiency and enhance processes for a technical support organization, achieving \$1.5M in cost savings. Led cross-functional teams across the US and India, aligning Engineering, Support, CRM, and Operations to deliver high-impact programs on schedule. Partnered with product managers, stakeholders, and senior leadership to drive strategic initiatives, reporting key automation KPIs and project status to C-level executives quarterly. Leveraged Scrum Agile methodologies to execute enterprise-wide application and automation initiatives, ensuring seamless experiences for employees and customers while maintaining operational excellence.

- Aligned CRM, Support, Legal, Marketing, and Training organizations to integrate an AIOps engine, reducing operational costs by \$1.5M and streamlining global support operations.
- Spearheaded alert automation and tooling optimizations, reducing monthly alert ticket volume from 4.3M to 195K, significantly decreasing manual workload.
- Drove automation adoption across six technical support teams, saving 323,245 Racker hours annually through diagnostics and remediation automation for customer devices.
- Managed a portfolio of 11 production applications, implementing workflow enhancements and automation that improved efficiency for 1,200+ employees in the Global Technical Support division.

Rackspace Technology, San Antonio, TX
Product Manager – Managed Hosting Operating Systems**2015 – 2018**

Directed and influenced cross-functional teams of Linux and Windows engineers, driving the development, testing, and maintenance of automated operating system fleets to enhance operational efficiency and system automation. Led high-impact initiatives by collaborating with Legal, Marketing, CRM, and third-party vendors to negotiate long-term contracts and optimize licensing strategies.

- Managed a large-scale Microsoft licensing cost pass through, informing 6.5K customers of upcoming cost increases and successfully transferring \$1.1M in annual licensing costs through strategic project execution.
- Led the migration of 20K+ devices to a new patching infrastructure, achieving \$1.2M in cost savings aligning Linux Support and Infrastructure teams to a company-wide cost reduction program.

- Drove the introduction and rollout of seven new operating systems (Ubuntu 14.04, 16.04, 18.04; RHEL 7; CentOS 7; Oracle Linux 7; Windows 2016) over three years, eliminating technical debt and modernizing OS portfolio.
- Developed and implemented the company's first product end-of-life (EOL) process, reducing the legacy OS fleet by 15% annually—a strategy later adopted as a company-wide best practice.

Rackspace Technology, San Antonio, TX **Technical Change Management Advisor**

2012 – 2015

Led and facilitated weekly Change Advisory Board (CAB) meetings, presenting high-risk changes to Directors and VPs across the organization to drive informed decision-making and risk mitigation. Effectively communicated complex technical changes to stakeholders, ensuring alignment and minimizing operational disruptions.

- Reduced change-related incidents by 20% annually through proactive risk management and strategic oversight of physical and logical infrastructure changes.
- Developed and trained 40+ change sponsors, enhancing business change management capabilities and strengthening organizational readiness.
- Conducted ~40 in-depth Root Cause Analysis (RCA) sessions annually, leveraging Ishikawa Fishbone and 5-Why methodologies to drive problem resolution and continuous improvement.

Additional Experience: Enterprise Incident Manager | AUP Administrator | Compliance Specialist, Rackspace Technology, San Antonio, TX | Good Hope 1910, Secretary, Board of Directors (ran the 2026 annual shareholder meeting and vote)

Education & Certifications

Bachelor of Arts in Business Administration | Trinity University, San Antonio, TX

SAFe 5 Agilist | Prosci – Change Management ADKAR | ITIL v3 Foundations

Graduated as MVP of the Rackspace Emerging Leadership Program in 2015