# Aoi Jen

*Senior Cloud Product Manager*

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*Layout style: hybrid*

## Summary

Results-driven Cloud Product Manager with over 15 years of experience leading enterprise-scale technology product strategies across financial services, fintech, and cloud infrastructure domains. Proven track record of aligning technical architecture with business objectives, driving cloud-native transformation, and delivering measurable ROI through innovative service design and cross-functional leadership. Adept at managing complex stakeholder ecosystems, leading agile teams, and translating financial and operational requirements into scalable technical solutions. Expertise spans multi-cloud environments (AWS, Azure, GCP), containerization platforms (Kubernetes, Docker, OpenShift), and IT service lifecycle management under ITIL frameworks. Combines an entrepreneurial mindset with strong executive presence, consistently delivering high-impact cloud products with chargeback optimization, demand forecasting, and billing integration. Currently managing a hybrid schedule from Plano, TX, with extensive experience collaborating across distributed teams in Atlanta, Chandler, and Richmond locations.

## Experience

### Senior Cloud Product Manager at Finova Systems

01 Jun 2020 – Present

Lead product strategy for cloud provisioning and consumption platforms across AWS and Azure, supporting 12,000+ internal users and 350+ applications. Architected a unified chargeback and showback model that reduced cost disputes by 68% and improved budget forecasting accuracy by 45%. Own full lifecycle of cloud service catalog enhancements; define service architecture deliverables aligned with ITIL v3 COBIT standards and regulatory banking practices. Partner with finance, security, and infrastructure teams to model cloud demand, set tiered pricing policies, and integrate with enterprise billing systems. Reviewed and approved 37+ third-party and vendor integration architectures, including SaaS billing providers and FinOps tools, reducing compliance risk by 90%. Coach 6 product consultants and 3 junior product managers; fostered a center of excellence for cloud financial management. Led migration of legacy on-prem workloads to Azure Kubernetes Service (AKS), achieving $4.2M in annual infrastructure savings. Promoted in 2022 from Cloud Product Manager to Senior level due to leadership on cloud governance initiative.

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### Cloud Product Manager at Nucleus Technology

01 Mar 2017 – 01 May 2020

Owned product vision for internal cloud platform scaling across GCP and AWS, supporting DevOps and data engineering teams. Defined technical requirements for container orchestration platform using Kubernetes and OpenShift; established full traceability to architecture and security controls. Drove adoption of cloud cost management dashboards, improving visibility into resource consumption by engineering teams by 80%. Facilitated architecture design sessions with senior technologists and business leads, resolving 120+ technical dependencies during digital transformation. Led vendor evaluation and integration of Apptio (now Velo) for cloud financial planning, enabling ROI modeling across 4 business units. Spearheaded agile backlog grooming across five Scrum teams, accelerating delivery velocity by 35%. (Acquired by Finova Systems in Q1 2022; role transitioned seamlessly.)

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### IT Product Strategist at DeltaCore Financial

01 Jul 2013 – 01 Aug 2016

Translated business needs into technical product requirements for digital banking infrastructure, focusing on scalability and security. Collaborated with enterprise architects to define API-first service architecture for core banking modernization. Managed product aspects of cloud pilot programs, integrating AWS Lambda with legacy systems for real-time transaction processing. Developed product KPIs and dashboards used by executive sponsors to track ROI on IT investments. Led first deployment of containerized microservices in a regulated financial environment, reducing deployment cycles from 3 weeks to 2 days. (Lateral move from software engineering into product domain.)

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### Senior Software Engineer → Engineering Lead at Veridian Solutions

01 Jan 2009 – 01 Jun 2013

Senior Software Engineer (Jan 2009 – Mar 2011): Developed scalable backend services for cloud-connected enterprise applications using Java and Spring. Engineering Lead, Cloud Integration Team (Apr 2011 – Jun 2013): Led a team of 6 developers building cloud sync and data pipeline tools. Delivered a hybrid cloud storage solution with 99.99% uptime used by 50K+ customers. Designed REST APIs adopted as foundation for Veridian’s B2B product platform. Initiated agile transformation on team; reduced release cycle from quarterly to bi-weekly. (Promoted twice during tenure.)

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## Education & Training

### MBA, Technology & Innovation Management

McCombs School of Business, University of Texas at Austin

01 Aug 2012 – 01 May 2015

### Bachelor of Science, Computer Science

Arizona State University

01 Aug 2004 – 01 Dec 2008

Result: 3.6/4.0

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| **Skills**  Cloud & Infrastructure, Product & Service Management, Technical & Development, Leadership & Consulting, Soft Skills  **Languages**  English — Native  Japanese — Professional Proficiency  Spanish — Conversational  **Certifications**  ITIL v3 Foundation Certified | 2017  PeopleCert  AWS Certified Solutions Architect – Professional | 2018  Amazon Web Services  Certified Scrum Product Owner (CSPO) | 2019  Scrum Alliance  **Awards**  Cloud Innovation Leader | 2023  Finova Systems executive board  Recognized as “Cloud Innovation Leader” by Finova Systems executive board in 2023 for contributions to cloud governance and financial modeling. | **Projects**  **Career Gap**  01 Sep 2016 – 01 Feb 2017  Took a sabbatical for personal development and cloud certification preparation, including ITIL v3 Foundation and AWS Advanced Architecting.   * Took a sabbatical for personal development and cloud certification preparation, including ITIL v3 Foundation and AWS Advanced Architecting.   **Notable Achievements**   * Reduced cloud spend by $4.2M annually by designing and implementing a managed AKS-based platform with automated scaling and tagging policies. * Improved billing transparency by 68% through a unified chargeback model adopted enterprise-wide, resolving inter-departmental cost disputes. * Accelerated product delivery velocity by 35% across multiple teams by redefining agile backlog practices and improving requirement traceability. * Led successful integration of 37+ third-party cloud solutions with zero critical vulnerabilities discovered post-deployment. * Mentored 9 product and technical consultants, with 5 promoted within 2 years under coaching. * Recognized as “Cloud Innovation Leader” by Finova Systems executive board in 2023 for contributions to cloud governance and financial modeling.   **Interests**  Cloud FinOps communities  hiking in national parks  open-source contributions to Kubernetes tooling  mentorship programs for women in tech  **References**  Available upon request. |