Matthew Bonna

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Technical Program Manager

Program Manager with 10+ years of experience leading complex, cross-functional technical programs with $6M+ portfolios while driving product development, process automation, and operational excellence at companies like Boeing, Meta, and Amazon. Brings a strong background in lifecycle support, manufacturing and operations coordination, vendor and supplier management, cost modeling, and process optimization. Proven ability to define timelines and milestones, optimize resources across internal teams and external partners, improve cycle time and cost efficiency, and provide clear program visibility to leadership through data, KPIs, and structured reporting.

PROFESSIONAL SKILLS

Program Leadership, Manufacturing Management, Vendor Management, Cross-Functional Leadership, Process Improvement, Lifecycle Support, Risk Mitigation, Schedule Management, Data Analysis

PROFESSIONAL EXPERIENCE

Amazon - Seattle, WA, USA — 2023 - present

Product Support Engineer — *2024 - present*

Technical Product Manager — *2023 - 2024*

- Owned end-to-end program lifecycle for two AI/ML products - a generative AI support tool and a machine learning classification engine - defining requirements, coordinating cross-functional development, leading pilot testing, and driving production rollout that achieved a 15% reduction in mean time to resolution and automated root cause analysis across all product lines.
- Led a vendor transition program from onsite technician staffing to a remote support contract model - negotiating contract requirements, designing a tiered escalation framework, defining vendor performance KPIs, and building contingency SOPs that addressed 78 identified coverage gaps.
- Drove the integration of 22 new packaging automation robots across 4 sites into the enterprise support organization - designing the ticket routing workflow, deploying onsite for cross-functional training and escalation shadowing, authoring troubleshooting runbooks and severity-based escalation procedures, and managing the program risk register through 425+ incidents (71 high-severity) in the first operational year.
- Reduced a product's ticket volume by 41% YoY through data-driven process optimization - eliminating a legacy alerting mechanism, partnering with an engineering team to resolve a persistent three-year data integrity issue, and delivering a staffing ratio analysis with actionable recommendations to senior leadership.
- Redesigned the technical onboarding program incorporating structured mentorship, hands-on lab rotations, calibration assessments, and standardized SOPs - collecting cross-functional feedback to reduce ramp time and improve knowledge transfer across distributed teams.

Meta Platforms Inc (Facebook) - Seattle, WA, USA — 2021 - 2023

Senior Project Manager, Product Data Operations — *2021 - 2023*

- Managed a $6M portfolio of 10+ concurrent data collection and annotation workstreams across 4 vendor partners in support of AI/ML conversational product development - defining program timelines, aligning cross-functional stakeholders, and ensuring deliverables met quality and schedule targets.
- Oversaw vendor operations and financials including headcount planning, budget tracking, and performance reporting through monthly and quarterly business reviews while directly managing a Project Coordinator.
- Developed a centralized vendor resource management system that mapped project requirements to vendor capabilities, improving allocation efficiency and reducing the data annotation vendor budget by 30%.
- Created a flexible hiring framework for contract specialists that standardized skill requirements to enable cross-workstream deployment, reducing staffing gaps when projects completed ahead of schedule and cutting hiring cycle time by 20%.
- Reduced data request lead times by 25% by restructuring the planning process to integrate privacy and data integrity reviews earlier in the workflow, eliminating a downstream bottleneck that had historically delayed vendor mobilization.

The Boeing Company - Seattle, WA, USA 2015 - 2021

Test Program Integration Project Leader *2019 - 2021*

- Developed a parametric cost-estimation framework by collecting and structuring 15 years of historical testing data and lab engineer inputs into a centralized database, enabling the organization to validate a $4M, multi-year subcomponent test program scope and provide leadership with data-driven capacity planning and supplier allocation decisions.
- Coordinated test program execution across internal labs and external vendor partners, managing requirements gathering, schedule integration, and budget alignment with the parent airplane program while leading cross-functional coordination across supply chain, design engineering, and lab technician teams.

Product Manager - Manufacturing Engineer *2015 - 2019*

- Managed the fabrication and assembly of 6 laboratory test rigs ($1-4M each) for regulated aerospace programs, overseeing 20-100 subassemblies per rig - authoring production work instructions, coordinating supply chain procurement, managing supplier capacity through KPIs, and leading cross-functional engineering, manufacturing, and vendor teams.
- Reduced material lead and cycle time by 20% by designing and implementing a Kanban-based inventory replenishment system for standardized production components - gathering requirements from shop technicians and engineers, securing funding and resources, and rolling out training across fabrication and assembly teams.
- Created a real-time program controls dashboard adapted from a prior internal tool to meet the security requirements of a military derivative program - securing program funding, coordinating with the original developer, and delivering within one month to provide leadership with live financial, schedule, and milestone visibility across manufacturing workflows.

Eaton Corporation - Jackson, MI, USA 2014 - 2015

Product Engineer

- Led the root cause investigation and return-to-service of a production-critical fuel system component on an active military helicopter fleet - methodically ruling out manufacturing and material defects before identifying a flawed test procedure, coordinating with the customer to validate the revised method, and updating lab specifications to restore operational certification without grounding any aircraft.

EDUCATION

Foster School of Business, University of Washington - Seattle, WA, USA 2021

Master of Business Administration (MBA), Finance and Operations

University of Washington - Seattle, WA, USA 2014

Bachelor of Science (BS), Aeronautical and Astronautical Engineering

CERTIFICATIONS AND TECHNICAL SKILLS

Certifications: ITIL 4 Foundation Certificate in IT Management (2024), Lean Six Sigma - Black Belt (2018)

Technical skills: SQL, Taskie, JIRA, Asana, SIM Ticketing, and Tableau Training