

## DONAL QUINLAN

### Technical Program Manager | Payments Infrastructure & Platform Delivery

Enterprise-Scale Execution • Platform & Product Delivery • Payments Systems

San Jose, CA • donalquinlan@gmail.com • 408-234-7669 • [linkedin.com/in/donal-quinlan](https://www.linkedin.com/in/donal-quinlan)

### EXECUTIVE SUMMARY

Technical Program Manager with 15+ years experience, including 12+ years leading large-scale payments and financial systems supporting millions of users. Leads cross-functional execution with engineering and product to define roadmaps, drive prioritization, and deliver reliable, high-scale systems. Drives clarity in ambiguous environments by aligning stakeholders, managing dependencies, and improving delivery velocity and system reliability.

### CAREER IMPACT

- Delivered PPP payments capability in 18 days, enabling \$10B in loans and protecting 100K+ jobs
- Reduced production incidents by 15% across payments systems through risk-based release governance
- Reduced deployment windows from ~2 hours to under 10 minutes for high-volume transaction systems
- Increased engineering productivity ~20% by eliminating release bottlenecks and stabilizing development environments
- Restored on-time delivery for platforms with 100% slipped releases through governance, dashboards, and capacity planning

### CORE COMPETENCIES & TOOLS

- Payments & Financial Systems Delivery
- Technical Program Management & End-to-End Delivery Ownership
- Platform Delivery & Production Readiness
- CI/CD, Release Engineering & Automation
- Cross-Functional Leadership (Engineering, Product, QA, Operations)
- Risk Management, Dependency Management, Compliance & Governance
- Agile Delivery, SDLC & Continuous Improvement
- Jira (administration), Asana, Trello

## PRODUCT & PLATFORM DELIVERY EXPERIENCE

### PROGRAM DELIVERY & EXECUTION

- Partnered with engineering and product leadership to define roadmap and sequencing for payments initiatives, aligning priorities, dependencies, and trade-offs
- Led cross-functional programs delivering customer-facing platform capabilities with consistent, predictable releases
- Aligned multiple concurrent payments initiatives by managing dependencies, risks, and execution status across teams

### ARCHITECTURE & SCALABILITY ALIGNMENT

- Influenced system design decisions for payments platforms to improve scalability, reliability, efficiency, and transaction integrity
- Surfaced and mitigated risks related to system performance, deployment safety, and platform stability

### RISK, DEPENDENCIES & EXECUTION MANAGEMENT

- Managed cross-team dependencies and execution risks, enabling teams to resolve blockers and maintain delivery momentum
- Brought clarity to ambiguous problems by aligning stakeholders and influencing decisions using data-driven insights on goals and constraints
- Established structured approaches to risk identification, escalation, and resolution across complex initiatives

### DELIVERY VISIBILITY & PROGRAM INSIGHTS

- Built dashboards and KPI frameworks (release health, incident trends, delivery progress) to provide leadership real-time visibility into execution status and risk
- Improved stakeholder alignment through clear communication of program status, priorities, and outcomes

## CERTIFICATIONS

SAFe® 5 Release Train Engineer (RTE) • Certified Scrum Master (CSM) • ITIL® Foundation

## WORK HISTORY

Founder / Technical Program Manager — Ealu.ai (Mar 2023 – Present)

Lead Technical Program Manager — Johnson & Johnson (Sep 2022 – Mar 2023)

Lead Technical Program Manager — Vineti (Oct 2020 – Sep 2022)

Senior Technical Program Manager — Intuit (Jan 2017 – Aug 2020)

Maps Client Engineering Program Manager — Apple (Oct 2015 – Jan 2017)

Lead Technical Program Manager — Fiserv (Nov 2006 – Oct 2015)

## EDUCATION

Executive MBA, Valedictorian — Santa Clara University, Leavey School of Business

B.S. Electronic Engineering — University College Dublin