

PETER OLSON

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Product Management | Enterprise Engineering | Cloud Infrastructure | AI Strategy | Leadership

Senior technology leader with 12+ years driving product strategy, cloud modernization, and enterprise AI adoption across Fortune 500 financial services. Proven track record delivering multimillion-dollar revenue growth, large-scale AWS migrations, and customer-facing products serving 650K+ users. Combines deep technical fluency with executive stakeholder management to translate complex capabilities into measurable business outcomes.

CORE COMPETENCIES

Cloud & Infrastructure: AWS Architecture | Cloud Migration | FinOps & Cost Optimization | DevOps | Platform Modernization

Product & Strategy: Product Roadmapping | Agile/Scrum | Cross-Functional Leadership | Executive Engagement | Program Management

AI & Data: GenAI / LLM Strategy | Amazon Bedrock & SageMaker | RAG Architectures | Data Analytics | ML-Driven Solutions

Customer Success: Enterprise Account Strategy | Technical Enablement | Executive Business Reviews | CSAT & NPS Optimization

Certifications: AWS Solutions Architect – Associate | AWS AI Practitioner | AWS Cloud Practitioner

PROFESSIONAL EXPERIENCE

Senior Customer Solutions Manager

Amazon Web Services (AWS)

Jan 2024 – Present

Charlotte, NC

- Influenced \$23.5M ARR through executive alignment on cloud and AI transformation; supported qualification of a \$91.7M renewal opportunity for a Fortune 20 financial services customer
- Drove \$1.7M ARR via Payment Network Modernization delivered ahead of schedule; established \$1.5M pipeline for Phase 2 Token Services expansion
- Orchestrated “Cloud Party” migration events deploying 19 critical AWS services to production with 90% success rate, accelerating M&A integration
- Achieved \$1.4M+ in cost optimization (\$572K Savings Plans, \$875K EDP savings) through monthly FinOps governance and AI-driven analytics
- Facilitated 8+ technical workshops on Amazon Bedrock, RAG architectures, and foundation model fine-tuning, earning 9.7/10 CSAT; coordinated Executive Briefing Center sessions for all customer Unit CIOs
- Secured strategic CEO-to-CIO meeting between AWS CEO and customer CIO, validating enterprise AI partnership; delivered QBRs and AWS Day summits across U.S. and India for 7 business unit leaders

Senior Product Manager – Tech

Amazon

Jun 2022 – Jan 2024

Charlotte, NC

- Owned product strategy for the Intelligent Cloud Computing (ICC) organization, enabling 650K corporate employees to self-serve secure identity verification
- Managed the Remote Identity Verification (RIV) portfolio, integrating AI/ML-based verification across the IT portal, chatbot (Amazon Connect), and service case management platforms
- Delivered customer-centric features that reduced identity verification time by 25% and improved satisfaction metrics across all support channels
- Built automated issue and asset management workflows for 1.5K IT engineers, supporting systems that manage \$1B in hardware and software assets

Senior Product Management Lead

Wells Fargo

Jul 2021 – Jun 2022

Phoenix, AZ

- Led strategic product direction for the refreshed Wells Fargo mobile app, launching a new digital foundation that transformed banking customer experiences and drove growth
- Achieved a 10-point NPS improvement within 6 months by prioritizing initiatives based on customer experience impact and quantitative feedback analysis
- Managed cross-functional dependencies, risks, and trade-offs across engineering, design, and business teams to influence scoping, capacity planning, and launch timing

Director of Product Management

Fidelity Investments

Jan 2021 – Jul 2021

Phoenix, AZ

- Led agile squad building innovative HSA payment solutions for large health expense management clients; designed and prototyped 12+ product workflows
- Improved customer satisfaction by 10% and accelerated time-to-market by 5% through agile methodology and advanced analytics (Tableau, SQL)

Senior Product Manager

American Express

Aug 2018 – Dec 2020

Phoenix, AZ

- Delivered innovative digital payment features for the J.D. Power top-ranked financial services mobile app, driving user engagement, satisfaction, and revenue growth
- Rebuilt payment, transactions, and card balance workflows to achieve 3x revenue growth and 54% customer satisfaction increase within 12 months
- Defined product strategy, vision, and annual roadmaps using real-time analytics and customer insights aligned to organizational OKRs and business priorities

Senior Infrastructure Engineer

American Express

Oct 2013 – Aug 2018

Phoenix, AZ

- Led enterprise mobility management platforms within Digital Workplace, driving mobile-first solutions and strategy across the organization
- Built and launched a BYOD mobile device management platform, delivering \$2.5M in annual cost savings by replacing legacy solutions with a modern, scalable architecture
- Developed custom Salesforce and Tableau-powered applications for enterprise sales teams, deployed across corporate mobile devices company-wide

EDUCATION

Bachelor of Science in Communications & Information Systems Management

Ohio University, Athens, OH | Minor in Business Administration