

Kenyon Johnston

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Product Manager | AI, SaaS, and Cloud Solutions

Platform-focused product manager specializing in AI-driven, cloud-native SaaS products spanning identity, security, and integrations. Experienced in owning end-to-end product strategy, scaling platforms to global enterprise and consumer audiences, and delivering measurable gains in reliability, engagement, and cost efficiency.

CORE SKILLS

- **Product Management & Delivery**
Product Strategy & Roadmapping, 0→1 Product Development, Product-Market Fit (PMF), GTM Strategy, OKRs & KPIs, Agile/Scrum, User Research & Experimentation, Feature Prioritization (RICE/MoSCoW), Stakeholder & Executive Communication
- **Artificial Intelligence & Data Platforms**
AI/ML Productization, MLOps, Generative AI & LLM Integration (OpenAI, Anthropic), AWS Bedrock & SageMaker, Predictive Analytics, Personalization Systems, Model Monitoring & Governance
- **Cloud Architecture & Engineering**
Cloud-Native Architecture (AWS, Azure), Serverless & Event-Driven Systems, Microservices, API-First Design (REST/GraphQL), Identity & Access Management (OAuth, SSO, Zero-Trust), Infrastructure as Code (Terraform)
- **Data, Reliability & Security**
Data Warehousing (Databricks, Snowflake), ETL/ELT Pipelines, SQL & Python, GitHub, CI/CD & DevSecOps, Observability (Datadog, New Relic), Performance Optimization, Security, Compliance & Cost Optimization (FinOps)

WORK EXPERIENCE

Product Manager, Cloud Platform & Integrations Koch Industries | 2024–Present

- Owned the strategic vision and multi-year roadmap for AWS and Azure cloud and integration services, delivering a secure, scalable multi-cloud platform aligned to enterprise business objectives.
- Led development of cloud governance frameworks and policy-as-code standards, improving compliance, reducing risk, and enabling consistent controls across hundreds of cloud accounts.
- Established platform health, adoption, and reliability metrics (availability, MTTR, cost efficiency) to quantify value and guide executive decision-making.
- Drove standardization of reusable cloud and integration patterns, accelerating adoption and reducing redundant implementations across Koch businesses.
- Influenced strategic direction by evaluating and advocating for cloud capabilities aligned to long-term business goals, partnering with architecture and security leadership.
- Cultivated strategic partnerships with AWS and Azure, shaping roadmap alignment and piloting emerging capabilities to maintain competitive advantage.
- Embedded AI-powered observability, predictive monitoring, and anomaly detection to reduce self-inflicted outages and measurably improve reliability.
- Led cross-functional execution and team empowerment, prioritizing initiatives by business value while fostering transparency and collaboration.

Technical Product Manager, Global Partner Integrations Warner Bros Discovery | 2022–2024 | Los Angeles, CA

- Owned product vision and roadmap for global partner integrations, enabling secure identity,

entitlement, and subscription workflows across 30+ MVPD and streaming partners supporting 90M+ subscribers.

- Defined and scaled API-first, OAuth, and SSO integration platforms, reducing partner onboarding time by 50% while maintaining security and compliance.
- Led AI/ML initiatives across authentication and reliability, including authorization anomaly detection and predictive token refresh, reducing failures and improving SLAs.
- Owned end-to-end lifecycle for AI-driven retention products, launching a churn prediction model that improved retention by 30% at global scale.
- Enabled AI-powered personalization by ensuring accurate entitlement and metadata propagation across partner ecosystems.
- Drove adoption of LLM-powered observability and automated entitlement mapping, accelerating RCA and reducing partner defects.
- Prioritized Agile roadmaps across engineering, data, security, and partner teams to accelerate time-to-market.
- Established integration standards, documentation, and best practices to streamline partner readiness and reduce operational load.

Product Owner, Acquia Cloud

Acquia | 2019 – 2022 | Atlanta, GA

- Owned product strategy and roadmap for an AWS-native Digital Experience Platform, supporting Fortune 500 enterprises and global telecom partners.
- Led launch of an ML-driven personalization platform, increasing user engagement by 28% across enterprise deployments.
- Drove NLP-based content automation as a platform capability, saving 1,000+ hours per quarter and improving speed-to-market.
- Owned cloud migration strategy from on-prem to AWS, improving scalability and reducing infrastructure costs by 30%.
- Translated customer insights and usage telemetry into roadmap priorities, embedding accessibility, data ethics, and responsible AI.
- Partnered with AWS Solutions Architects to optimize platform performance, reliability, and unit economics at scale.

Product Owner, AI Security Platform (Document Intelligence)

IBM | 2018 – 2019 | Atlanta, GA

- Owned product vision and roadmap for Sherlock, an AI-driven document intelligence and cybersecurity platform.
- Led cross-functional delivery across ML, security, and compliance teams, balancing detection accuracy, explainability, and regulation.
- Embedded AI-driven data classification and governance compliant with SOC 2, GDPR, and NIST.
- Implemented closed-loop ML optimization using real-time feedback, improving detection accuracy by 15%.
- Delivered explainable AI capabilities, increasing analyst trust and adoption by 40%.
- Reduced incident response time by 50% through intelligent triage, prioritization, and automated alerting.

Business Systems Analyst, Low-Code SaaS Platform

Progress Software | 2016 – 2017 | Atlanta, GA

- Contributed to product strategy and prioritization for Rollbase, a low-code SaaS platform supporting enterprise customers.
- Designed multi-tenant platform capabilities, including RBAC, personalization, and client-specific configurations.
- Led workflow automation initiatives that increased platform engagement by 25% and improved retention.

- Embedded security and privacy controls into product features, ensuring GDPR-ready compliance.
- Defined user workflows, data models, and interaction patterns to align engineering delivery with product outcomes.
- Supported iterative delivery through backlog refinement and acceptance criteria focused on business value.

Linux Systems Engineer, Digital Experience Platforms

Definition 6 | 2015 – 2016 | Atlanta, GA

- Engineered and maintained high-availability Linux (LAMP) infrastructure, ensuring 99.9%+ uptime for enterprise client platforms.
- Optimized server and database performance, improving application response times by 25%.
- Automated patching, backups, and log management with Bash scripts, cutting manual workload by 30% and reducing human error.
- Strengthened security posture by implementing firewalls, VPNs, and hardened network protocols, significantly reducing vulnerabilities.
- Designed and executed disaster recovery and backup strategy with 99.9% data retrieval success, safeguarding mission-critical client data.
- Implemented AWS Infrastructure as Code (IaC) using Terraform to provision, manage, and scale cloud environments, improving deployment speed and consistency.
- Provisioned and configured scalable LAMP environments for CMS platforms such as Drupal and WordPress, enabling seamless deployments, version control, and multi-site management.

EDUCATION

Master of Science, Artificial Intelligence and Machine Learning (Expected 2026)

Colorado State University Global Campus

Bachelor of Science, Computer & Information Sciences

University of Maryland Global Campus

CERTIFICATIONS

Certified Scrum Product Owner (CSPO), AWS AI Practitioner, AWS Solutions Architect Associate, AWS Cloud Practitioner, CompTIA Security+