

Zachary Zamarripa

Director of Technical Program Management, Reliability Engineering

@ zachzama@gmail.com [linkedin.com/in/zachary-zamarripa-1599653](https://www.linkedin.com/in/zachary-zamarripa-1599653) github.com/zachzama
📍 Folsom, CA (Remote CA, Bay Area Hybrid) <https://zachzama.github.io/>

SUMMARY

Technical Program Management and Reliability Engineering leader with 20 years in infrastructure, from building data centers at Wells Fargo to leading ~300 global infrastructure projects a year at Zscaler. Owns global data center architecture, capacity and partner programs, reliability, and observability at enterprise scale: Site Reliability Engineering and platform operations across 400 applications, delivery through colocation and hosting providers worldwide, and a 13-person global team including principal-level individual contributors. Builds high performing teams, aligns technical execution to business objectives, and makes program status measurable rather than anecdotal.

Technical Program Management | Data Center Programs and Architecture | Capacity Planning and Demand Management | Site Reliability Engineering (SRE) | Observability and Telemetry | Platform Operations | Incident and Problem Management | SLA/SLO Management | Service Delivery | Infrastructure Deployment and Operational Readiness | Colocation and Hosting Partner Management | Vendor Management and Negotiation | Go-to-Market and Partner Programs | Business Continuity and Disaster Recovery | Edge Infrastructure | Zero Trust | Cloud Migration (Azure, GCP, AWS) | Hybrid and Multi-Cloud | Network Engineering | Performance Monitoring | Audit, Compliance and Remediation | Agile and OKR Operating Models | Cross-Functional Leadership | Stakeholder and Executive Communication | Budget and Cost Optimization | Team Development and Mentoring

EXPERIENCE

Director of Technical Program Management, Reliability Engineering

Zscaler

📅 09/2024 - Present 📍 San Jose (Folsom Remote), CA

Lead technical program management and global data center architecture for Zscaler Private Service Edge (PSE), the edge platform that extends the Zscaler cloud into customer and partner data centers, with a global team of 13 including principal-level individual contributors.

- Directed end-to-end infrastructure deployment, operational readiness, problem management, and support for approximately 300 new PSE projects worldwide in 2025, up from approximately 200 in 2024, managing a team of 13 across global regions.
- Led partnership strategy with global colocation, infrastructure, and connectivity providers, including commercial negotiation and go-to-market for revenue-generating, partner-delivered products such as Zscaler Managed Business Continuity and China Premium, influencing product roadmap decisions and cost reductions.
- Delivered the first internal application approved to access Zscaler's most restricted systems, architecting Snowflake data pipelines that reduced MTTR and improved visibility for account management and operational teams, with data that later powered the external Customer 360 dashboard.
- Built Python ETL pipelines on Google Cloud Functions and BigQuery APIs to automate data synchronization across Salesforce, Asana, and Jira, cutting manual reporting and repetitive work by approximately 33%.
- Created executive dashboards and operational reporting in Looker Studio to improve decision-making, program visibility, and portfolio prioritization.

Senior Manager of Technical Program Management, Reliability Engineering

Zscaler

📅 08/2022 - 09/2024 📍 San Jose (Folsom Remote), CA

Led technical program management for global PSE deployments, building the team and the delivery model behind them.

- Directed end-to-end infrastructure deployment, operational readiness, problem management, and support for approximately 200 new projects in 2024, managing a team of 10 across global regions.
- Built and developed the team from 4 resources to 10, establishing flexible Agile frameworks based on objectives and OKRs in Asana to deliver ongoing customer value and establish cross-team collaboration.
- Implemented a professional services framework to improve program delivery and increase customer satisfaction by detailing available offerings, while increasing revenue growth.
- Governed federal deployments and implemented IPv6 in the Zscaler Federal Cloud while supporting a 250% increase in federal PSEs.

VP, Lead of Program Management / Strategy & Operations

Wells Fargo

📅 03/2020 - 08/2022 📍 Folsom (Remote), CA

Directed multiple program management and strategy and operations teams in Technology Infrastructure. Established Site Reliability Engineering and new Platform Operations for 400 applications across three CIOs. Contributed to enterprise programs and vendor engagement as an individual contributor as well.

- Developed the enterprise-wide observability plan and led its rollout across 400 applications with Splunk, AppDynamics, Elastic, and Kafka, reaching 99.6% availability.
- Established the Platform Wellness Program, based on the NIST Cybersecurity Framework, reducing enterprise risk through standardized prevention and detection protocols across all applications.
- Drove code review standards and policy improvement initiatives across compliance and permit-to-operate programs, leveraging GitHub and UDeploy.
- Laid the groundwork for a major transition toward hybrid and multi-cloud infrastructure to increase scalability and modernize legacy data centers.

EXPERIENCE

Senior Manager, Technical Program Management

Wells Fargo

📅 12/2013 - 03/2020 📍 Folsom (Remote), CA

Led a team supporting all infrastructure, application development, demand planning, and project initiatives aligned to Operations Technology, Enterprise Cloud Services, Innovation, and the Enterprise Data Lake. Handled demand, capacity planning, application roadmap implementation, and strategic planning. Acted as Service Delivery representative for Network and Engagement Manager for Enterprise Infrastructure Technology.

- Led 50+ technical program managers deploying infrastructure implementation projects annually, from Oracle Exadata migrations to integrating payments and virtualization solutions to accelerate digital connectivity.
- Owned infrastructure capacity planning, quarterly business reviews, and OKR/KPI reporting to support portfolio decisions and operational planning.
- Partnered with application teams on release planning and development roadmaps to improve delivery coordination and execution.
- Pioneered Wells Fargo's first on-premises Azure and Cloud Foundry environments, enabling early enterprise cloud adoption.

Manager, Enterprise Projects & Initiatives

Wells Fargo

📅 11/2011 - 12/2013 📍 Folsom (Remote), CA

Led the Enterprise Program Team for Community Banking, Lending, Retail, and Corporate, managing 50+ engineers globally. Orchestrated software rollouts, audit initiatives, infrastructure, production issues, and remediation, while driving technical program management for enterprise programs spanning OS maintenance, hardware infrastructure support, performance monitoring, and network uptime.

- Implemented and drove the rollout of Wells Fargo's Mobile Deposit, allowing customers to deposit funds remotely by photographing a check.
- Aligned data centers and networks to SWIFT Customer Security Programme (CSP) controls by strengthening network monitoring and anomaly detection to prevent cyber vulnerabilities.
- Partnered with cross-functional teams on release management, application support, and data center operations to improve delivery coordination and service continuity.
- Managed budget planning and organizational planning activities supporting enterprise infrastructure programs and team execution.

Manager, Technology Infrastructure

Wells Fargo

📅 11/2008 - 11/2011 📍 San Diego (Hybrid), CA

Managed the Patching, Audit, and Project teams supporting all Unix and Windows servers for the Corporate Service Delivery Team, delivering all data center infrastructure programs through technical program managers in the US, India, and Hong Kong.

- Drove infrastructure virtualization initiatives with VMware to improve data center efficiency and modernize enterprise platforms.
- Following the acquisition of Wachovia Bank, drove programs supporting IT and core systems consolidation to merge two of the largest financial institutions in the U.S.

Manager, Data Center Build Team

Wells Fargo

📅 10/2007 - 11/2008 📍 San Diego (Hybrid), CA

Led the Corporate Windows Infrastructure team on data center builds and support. Ensured technical leadership in production support incidents and oversaw server builds, data center infrastructure, and support operations for business continuity.

Manager, Data Center Coordination

Wells Fargo

📅 03/2006 - 10/2007 📍 San Diego (Hybrid), CA

Led corporate data center implementation planning and coordination, overseeing infrastructure build-out activities and guiding technical teams through project support and execution.

Management Associate (Full-time Rotational Program), Information Technology

Wells Fargo

📅 06/2005 - 03/2006 📍 Minneapolis, United States

Selected for Wells Fargo's Leadership Development Program, a rotational program for high-potential future leaders. Collaborated with executive management across Enterprise Architecture, Application Development, and Technology Infrastructure to lead strategic initiatives, cross-functional programs, and executive-level priorities.

VOLUNTEERING

President, Folsom Lake Surf

Folsom Lake Surf Soccer Club

📅 2022 - 2024

EXPERTISE

Data and Automation

Python, Snowflake, BigQuery, Google Cloud Functions, ETL pipelines, Looker Studio

SaaS and Tools

Asana, Jira, Confluence, ServiceNow, Salesforce, NetBox, GitHub, UDeploy, Adobe Suite

AI Tools & Enablement

Claude Code, Cursor, Supabase, BigQuery, GitHub, Snowflake

Monitoring, Engineering & AIOps

Splunk, AppDynamics, Elastic/ELK Stack, Kafka, Grafana, Nagios, ThousandEyes, Kloudfuse, Route 53

Cloud & OS

GCP, AWS, Azure, Alibaba Cloud, VMware, Red Hat, Windows Server

PROJECTS

FaultOne - Open-Source Network Diagnostic

📅 2026 📍 github.com/zachzama/FaultOne

Single-file, dependency-free Python diagnostic that reads 58 sources of host state across physical link, kernel limits, transport behavior, and services, then ranks 203 findings by protocol layer, direction, and scope to name one root cause and its owner rather than a list of symptoms. Rules derived from analysis of 20+ monitoring platforms; verified with 2,000 tests, 416 seeded mutations, an equivalence harness, and ground-truth cases pairing each cause with its symptom. Runs in CI on Python 3.9-3.13 across Linux and Windows.

Zscaler Managed Business Continuity

📅 2025 - Present

Go-to-market development, program management and operations of a new product to address large-scale enterprise outages by implementing an isolated Zscaler solution hosted on premise with a vendor.

China Premium & Premium Plus

📅 2023 - 2025

Go-to-market development, program management and operations of a new Product in China to provide premium connectivity and enable access to AI applications (ChatGPT, Gemini, & Claude)

AWARDS

Wells Fargo Top Performer Award

2011-2015

Wells Fargo Latino Leadership Recipient

2011

EDUCATION & CERTIFICATIONS

ZIA Certified Administrator

[Zscaler](#)

📅 01/2023

Google Program Management Professional

[Google / Coursera](#)

📅 08/2022

Inclusive Leadership Program

[UCLA Anderson School of Management](#)

📅 03/2011 📍 San Francisco, CA

Bachelor of Arts - Economics

[San Diego State University](#)

📅 08/2002 - 05/2005 📍 San Diego, CA

LANGUAGES

English

Native

Spanish

Intermediate