

COLE K. WICHMAN

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Dear GitHub Hiring Team,

I am applying for the Program Manager role because my work sits at the intersection of technical delivery, operational systems, and data-driven iteration. Across analytics, workforce operations, and independent software development, I have repeatedly taken ambiguous needs and turned them into measurable goals, repeatable workflows, and documented solutions.

At Iron Tree Service, I advanced from Customer Service Lead to Data Analyst in May 2025 after increasingly taking ownership of reporting, systems analysis, and process improvement. I partnered with leadership and operational teams to define KPIs, built a five-section Apache Superset executive analytics suite, implemented privacy-aware access controls, and created an auditable ArboStar refresh and reconciliation process with automated validation. In one year-to-date sales analysis, I reconciled two source systems across 137 qualified deals and 30 metrics, identified \$57,000 in previously untracked pipeline value, and established a defensible view of a \$347,890 qualified pipeline. I also led requirements and delivery for a backlog and scheduling application that replaced about two hours of manual spreadsheet work each week.

As founder of Ulana Studios, I manage several pre-release software and game projects through Git and GitHub. I define requirements, priorities, milestones, acceptance criteria, tests, documentation, and release readiness, using OpenAI Codex as an implementation accelerator while retaining ownership of decisions and validation. My public work includes Engram, an original local-first memory system for AI agents, along with extension and hardening work on an open-source Unreal Engine MCP integration. Developing these projects has made onboarding, technical documentation, safety, and predictable workflows central to how I approach a product.

GitHub's Program Manager role appeals to me because it combines cross-functional execution with developer experience, program metrics, documentation, and continuous improvement. My path into program management has come through operations, analytics, and hands-on software delivery rather than a traditional Developer Relations title. That range has taught me to translate between technical and nontechnical audiences, create clarity in ambiguous environments, manage competing workstreams and dependencies, and use evidence and feedback to improve the next iteration. I am also currently completing PMI-authorized CAPM exam preparation to formalize the practices I have developed through experience.

I would be excited to bring analytical rigor, operational judgment, and a builder's perspective to programs that help developers succeed on GitHub. Thank you for your consideration.

Sincerely,

Cole K. Wichman