Conor Bauer

Senior Product Manager · Bot Management & Edge Security

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SUMMARY

Senior Product Manager who owns bot mitigation, DDoS defense and edge security for Pantheon's enterprise web platform. Took edge security from MVP to GA and made 1,500+ hand-managed CDN services self-serve. Ten years in web platforms, from support engineering and solution architecture to product.

EXPERIENCE

Pantheon · Remote

Senior Product Manager, Security & Infrastructure Feb 2025 – Present

- Own the edge security and bot defense roadmap; shipped the Next-Generation Global CDN to GA with built-in bot and scraper defense.
- Deployed platform-wide bot mitigation that has mitigated ~30% of all platform requests as bot traffic, so traffic-based billing reflects real users.
- Took self-serve edge configuration, the most-requested customer feature, from concept to production, moving 1,500+ manually managed CDN services to self-serve via a new dashboard UI and YAML config.
- Led rapid response to a critical fraud threat, cutting operational burn by 90%.
- Led a pricing and packaging update that brought in $300K+ in new revenue.
- Led a security task force linking Product and Customer Success; wrote CDN strategy guides to align Engineering, CS, Design and executives.

Product Manager II May 2023 – Feb 2025

- Set a DDoS strategy with Engineering that cut platform-wide outages 60% and protected millions in ARR.
- Launched a Domain Validation service that brought domain hijacking on the platform to zero.
- Shaped pricing and packaging with Sales, Presales, Customer Success and Professional Services.

Customer Success Manager → Senior Technical CSM → Customer Success Architect Dec 2019 – May 2023

- Designed solutions for strategic enterprise accounts (~$1M+ ARR); 0% preventable churn across 80+ customers.
- Turned customer requirements into product and engineering priorities.

Eastern Standard · Philadelphia, PA

Technical Support Manager; Application Support Developer Jul 2016 – Dec 2019

- Managed the support team and wrote code fixes for client apps on Pantheon, Acquia and Rackspace.

CORE COMPETENCIES

Bot & threat defense: bot and scraper mitigation, DDoS strategy, fraud response
Edge security: CDN/WAF-style controls, TLS automation, domain validation
Product: 0-to-1 launches (MVP to GA), roadmaps, pricing, migrations
Technical: CDN architecture, CI/CD, Terraform, Go, GraphQL

EDUCATION, CERTIFICATIONS & AWARDS

The Art Institute of Philadelphia · 2013 – 2016 · Graduated with honors, 3.80 GPA
Dale Carnegie Leadership Training (2019) · LinkedIn Learning: Go, Terraform, GraphQL, GitHub Actions, Edge Computing (2022)
Pantheon Golden Pagoda Award (2024) · Pantheon CSM of the Year (2020)