**Swetali Khapekar**

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4452 Viejo Way,Union City, CA 94587

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**Senior Program Manager/Director- PMO**

Creating Solutions Through Global Services Business Enablement and Operations

**SUMMARY**

Highly experienced Business Program Manager with a record of developing and supporting solutions focused in the networking and financial services industry. Consistently recognized and tasked to improve organizational efficiency with comprehensive business and Information Technology expertise in strategy, analysis, research, and requirements gathering. Skilled People Manager, leading a team of 12 Program Managers, Business Analysts and Engineers, proving to be a successful mentor for aspiring program managers.

##### CORE COMPETENCIES

**Program-Portfolio-PMO Management • Resource Management • Cross Functional Leadership**

**Budget Management • Client Collaboration • Stakeholder Management • Vendor Management**

**IT Process Improvement • Demand Management • Governance • Change Management**

**Software Development Life Cycle • Applications Solution Design • Mentoring**

**EXPERIENCE**

**Juniper Networks**  Sunnyvale, CA 10/2010 – Present

**Customer Success Enablement- Lead Program Manager**

Led a team of highly skilled Program Managers, Business Analysts and Engineers, achieving Global Services (GS) strategic objective and deliver consistent, predictable, high quality support & services through a contemporary Customer Success engagement model by evolving services and developing new technologies that enhance customer experience. Achieved billable utilization of 85% and a cost savings of $2.7 million.

* Led org-wide implementation of Juniper Digital Assistant (JDA) Unified Chatbot on various digital channels (such as web and mobile devices) with chatbot technologies that can answer and resolve simple customer questions and issues. Provide a way for Chat conversations to be routed to live agents and/or create cases for Juniper Support.
* Led strategic programs with a lifetime revenue of $500M+, to align with company’s global initiative of Cloud transformation. Innovatively created a new road map for GS with Juniper products been virtualized on Microsoft Azure, Google Cloud Provider (GCP), AWS and Oracle public marketplaces.
* Program managed migration of about 75+ GS applications, tools and system hosted on Amazon Cloud (AWS) resulting in a 2 year cost saving of $3M (through 2020). Lead a team of 12 Program Managers and Engineers from concept definition through planning, execution, delivery. Developed and measured strategic project success via KPIs.
* Implemented Copado-Continuous Integration and Continuous Deliveries (CI/CD) Salesforce Release Management Tool. Manage all processes within entire project life cycle utilizing agile methodologies for Copado- Salesforce Customer Engagement Center (CEC) implementation.
* Worked with leadership to drive business process alignment and improvement in order to implement a global support transactional survey, a mobile friendly simplified transactional survey captured for all closed technical support service cases and Return Merchandise Authorization’s (RMA) delivered from customers to improve customer success measures, quality, and protect revenue. Improvement in survey response will directly influence Customer Satisfaction (CSAT) and Net Promoter Score (NPS) scores.
* Conducted Technology Services Industry Association (TSIA) service revenue generation benchmark study to maximize subscription renewal services & contracts revenue and drive business outcomes with TSIA's revenue generation models. In the process, gained strong understanding of the ‘heart of the business’ and experience working directly or indirectly with various business functions and multiple aspects of the business value chain, from business and product development to downstream support operations
* Executed vendor strategy and management by monitoring vendor performance against goals to drive corrective action. Conducted Quarterly Business Review’s (QBR) and coordinated vendor activity to managee operational requirements.
* Utilized Sopheon’s Accolade software solution for portfolio management, to improve and automate innovation processes and decision-making across the new product development life cycle.
* Utilized Engineering and Financial Investment Banking background to partner with cross functional Engineering, Financial, Development, Infrastructure, Security, Compliance, Sales and Marketing teams ensuring requirements and specifications met project and customer success outcomes.
* Implementing continuous improvements to the Juniper Global Services (GS) organization and the program management process. Manage all processes within entire project life cycle utilizing waterfall and agile methodologies for SAP CRM implementation.
* Used Smartsheet, MS Project, Jira Agile software and Kanban Board framework for quarterly enhancement releases applications.
* Developing my leadership and managerial skills by leading resources reporting to me, mentoring individuals for PMP certification and by interfacing with various cross functional teams.
* Served as the custodian and Subject Matter Expert (SME) for SAP Service Request CRM, Web designing Core Management System (CMS), Juniper Zoom, O365 collaboration tools- SharePoint Online and Matrix Migration. Manage and administer these tools from design to implementation for GS organization.

**Citigroup Private Equity Services**  New York, NY 11/2008 – 10/2010

**Program Manager, Project Manager, Senior Business Analyst**

Provide senior level technical and business support for an in-house Private Equity Accounting Application system for 500+ associates using the Private Equity Processing system, unified reporting portal, Investment Café, and SQL Server 2000. Use Jira (Incident Reporting System) for repository and defect tracking. Interface with the user community to develop internal and external reports in J2EE and Business Objects. Identify common support requests and technology enhancements to improve system efficiency and reduce support requests.

**Business Analyst, Sr. Software Quality Analyst.** New York, NY 01/2006 – 10/2008

Support enterprise-wide testing effort to train new test coordinators on test management process. Prepare training materials, conduct training sessions, mentor new coordinators, and facilitated test strategy and planning discussions. Managed the development of Private Equity Processing system including requirements definition, resource planning, Quality Assurance, and training. Perform task and workflow analysis, flow charts, and process diagrams.

**CERTIFICATIONS**

**Project Management Professional**

PMI Certified

**Lean Six Sigma Certification**

Juniper Networks Inc.

**Leadership and Management Certification Program**

UC Berkeley Extension – (Currently enrolled- target to complete by Q3 2021)

**Private Equity, Prime Brokerage and Margin Certifications**

Citigroup Private Equity Company

**Project Management Professional Certification**

Citigroup Private Equity Company

**EDUCATION**

**Master of Science, Computer Science** New Jersey Institute of Technology Newark, NJ

**Bachelor of Engineering, Information Technology** Veermata Jijabai Technological Institute Mumbai, India