

Mohini Modi

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Technical Program Manager

- Tech Leadership & Project Management: program-strategic execution, leading technical teams, stakeholder management, risk assessment
- Data Analytics & AI: QlikSense, PowerBI, Tableau, LookerStudio/ML, Generative AI, Python, SQL, BigQuery, JIRA, Confluence, and SharePoint

Professional Experience

Dynamic Technical Program Manager with over 9 years of experience leading complex IT projects and enhancing system reliability. Optimizing operational efficiencies, automating processes, and implementing scalable tech solutions. Expertise in agile methodologies, stakeholder engagement, and cross-functional team leadership. Deep technical proficiency in data analytics, AI, and cloud technologies. Recognized for driving significant improvements in customer satisfaction, team productivity, and strategic decision-making through data-driven insights. Committed to leveraging tech leadership for team success

Twilio

San Francisco, CA, USA

Technical Program Manager - Senior Site Reliability

Aug 2022 – Present

Led initiatives to boost application performance, reliability, and disaster recovery, improved system insights, uptime, and engineering productivity, including a successful rollout of GitHub AI Copilot across 128 teams

- **Application Performance Dashboard:** Orchestrated a project optimizing executive insights with Looker Studio and BigQuery, automating ETL for real-time dashboards
 - Employed Agile Scrum in JIRA for deployment, enhancing strategic decision-making and across-directors collaboration by 85%
- **Site Reliability Championship Program:** Guided cross-functional teams in elevating application reliability SLOs to 99.99% uptime, emphasizing customer journey focus and ownership through iterative feedback mechanisms on performance insights
- **Disaster Recovery Strategy:** Spearheaded disaster recovery initiative for a client application, diminishing customer impact by 95% with strategic architecture planning, automated recovery modes with proof of concept, technical in Confluence, JIRA
- **Driving GitHub Copilot Adoption:** Deployed GitHub AI Copilot for 128 engineers, integration and permissions management via ServiceNow, onboarding with documentation and Slack channels. Managed onboarding-training sessions achieved a 98% adoption rate

ResMed Inc

San Diego, CA, USA

Technical Program Manager - Cloud Platform & Application/Device Support

Dec 2017 – Aug 2022

Directed critical tech initiatives including AWS cloud onboarding automation, high-availability workspace monitor, global software upgrades for 12M devices HIPAA compliant, and intensified device supervision, resulting in customer satisfaction, and robust data security

- **Organized AWS Cloud Onboarding:** Collaborated with three cloud engineers to set AWS Cloud VPC in public/private environments using terraform to meet global customer demand of automation to generate YAML files and help with PHI data security, resulting in increased customer contentment by 82%
- **Ensuring High Availability of Workspace:** Supervise the deployment of Datadog synthetic testing with a team of cloud engineers and promoted auto-scaling, securing 99% uptime, seamless developer access, and customer satisfaction
- **Global 12 Million Devices HIPPA Software Security Upgrade:** Managed groundbreaking project to upgrade software security for 12 million devices globally, managing batch deployments across global regions. Achieved an outstanding 98% success rate with planning and application of SQL analytics
- **Upgraded Device Operation Tracking Application:** Directed all project phases, including a proof of concept utilizing Tableau, Power BI, and Qlik Sense; Designed an ETL process resulting in a 5x increase in customer support efficiency within 60 days
- **Cost-Saving on Rogue Device Identification:** Program to identify rogue devices utilizing Splunk, MS-SQL, and Tableau, achieving \$250,000 in savings by deactivating devices in the first quarter; established an automated system for ongoing cost reduction
- **RDS Database Encryption:** Pioneered the encryption of RDS databases to enhance PHI data security and established AWS Cloud backups with IaC, overseeing a dedicated team of three engineers. Delivered 99.95% service level agreement with data security

Technical Specialist - Paragon Partners Ltd

Irvine, CA, USA

Optimizing Efficiency in Land Acquisition Reporting

Dec 2016 – Dec 2017

- Executed enhancement of data collection strategies for land acquisition through SharePoint, mentoring two junior analysts in Microsoft SQL and Excel, resulting in a 200% increase in reports output within 30 days

Programmer Analyst - PACAVI GROUP

San Diego, CA, USA

Amplify Effectiveness in FAA Document and Procurement Processes

Sep 2015 – Nov 2016

Facilitated German and US team collaboration on an FAA conversion project, aligning efforts through Aras Product Lifecycle Management software for seamless execution Streamlined document and invoice processes, and built cross-departmental throughput over 60 days

Network Customer Support Engineer - Orient Technologies Pvt Ltd

Mumbai, MH, IND

Augmenting Internet Service Reliability and Customer Retention

Jan 2013 - Jun 2013

Initiated outbound communication campaigns to validate service reliability, promptly addressed any inconsistencies, and refunds when necessary to uphold customer orientation and trust; sustained strong customer retention rates by 79%

Collective efforts with field engineers to troubleshoot connectivity issues based on customer location and tower data, ensuring seamless high-speed Internet service delivery; minimized downtime, and improved service quality by 72%

Education

MBA, IT Project Management, Westcliff University, Irvine, CA, USA	Jan 2019 – Apr 2021
MS in Electrical Engineering (attended), San Diego State University, CA, USA	Aug 2013 – Dec 2016
BE in Electronics and Telecommunication Engineering, Dwarkadas J Sanghvi College of Engineering, Mumbai University	Jun 2009 – May 2012

Certifications

Certified Scrum Master (CSM)	Mar 2024
Project Management Professional (PMP)® - In Progress and expected to be completed by	Mar 2024 – Mar 2025
AWS Certified Cloud Practitioner	Nov 2020
AWS Certified Solutions Architect - Associate	Apr 2022
Full Stack Web Development, UC San Diego Extension	Feb 2019