

NEHA DANGWAL

Technical Program Manager | AI & Developer Platform Infrastructure
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PROFESSIONAL SUMMARY

Technical Program Manager with **9+ years leading complex, cross-functional programs** across distributed engineering teams at enterprise scale. Proven expertise in **program execution, dependency management, platform readiness, and launch coordination** - delivering \$17M+ cumulative business value across 250+ engineers and 80+ microservices. Strong technical foundation in AI/ML, infrastructure, and developer platforms enabling effective partnership with engineering teams to drive strategic initiatives from conception to launch.

CORE COMPETENCIES

Program Management & Execution: Cross-functional program leadership, Milestone tracking & delivery, Dependency management, Risk mitigation & escalation, Launch readiness coordination, Program governance, Executive stakeholder reporting

Technical Expertise: Platform architecture, AI/ML integration (LLMs, GPT-4, CrewAI), Infrastructure modernization, CI/CD optimization, System design, Data-driven decision making

Leadership & Collaboration: Engineering partnership, Cross-team coordination, Stakeholder management, Vendor management, Organizational change management, Agile/Scrum methodologies

Technologies: Python, SQL, Kubernetes, Docker, AWS, CI/CD (Jenkins, GitLab), Microservices, Prometheus, Grafana, REST APIs

PROFESSIONAL EXPERIENCE

Cisco Systems, San Jose, CA

Senior Engineer - Technical Program Leadership & Platform Product Owner | Jul 2021–Feb 2024

Program Management & Cross-Functional Execution:

- Program managed 2-year platform modernization initiative coordinating **250+ engineers across 80+ microservices**, managing dependencies, tracking milestones, and driving \$15.4M+ annual productivity gains through distributed caching and pipeline optimization
- Led cross-functional program execution across Engineering, QA, and DevOps teams, conducting weekly status meetings, managing program risks, and providing executive stakeholder updates on delivery progress and blockers
- Coordinated platform launch readiness activities including testing strategy, operational stability validation, and production deployment across multiple product teams
- Managed program-level decision-making to unblock technical and operational challenges, escalating critical dependencies and resource constraints to senior leadership

Platform Readiness & Operational Excellence:

- Drove platform readiness program establishing monitoring, alerting, and incident response frameworks across distributed teams, reducing incident response time by 60% and achieving 99.9% uptime SLA
- Partnered with engineering teams to implement self-service tooling and CI/CD optimizations that reduced deployment complexity by 70% and cut code review cycles from 10 to 3-5 days
- Built SQL-based analytics dashboards tracking platform health KPIs, enabling data-driven program decisions that drove 30% efficiency improvements

Cross-Functional Leadership & Adoption:

- Led 10-member cross-functional team executing "Submit to Commit" initiative, coordinating technical implementation, managing project timeline, and delivering automated quality gates that reduced bad commits by 30%
- Drove 85%+ platform adoption across organization through stakeholder alignment, user research, continuous feature delivery, and change management strategies
- Architected and product-managed cloud-based Python security platform adopted by 80+ Cisco products, partnering with engineering to define requirements and ensure enterprise data management standards

Team Development & Mentorship:

- Coached engineers on automation best practices, scalable system design, and data-driven development methodologies

Dell EMC, Austin, TX

Senior Firmware Engineer | Technical Program Leadership | Feb 2016–Jun 2021

Program Management & Technical Leadership:

- Led technical program execution for enterprise hardware platform initiatives, coordinating cross-functional teams and driving innovation that delivered \$1.4M+ annual savings and accelerated product cycles by 6 months
- Managed memory testing program across multiple product lines, coordinating with 3+ external vendors, negotiating SLAs, tracking deliverables, and ensuring on-time program completion
- Program managed 0-to-1 GPU cloud infrastructure project from initiation through launch, partnering with engineering teams to build Dell's first on-premises Kubernetes-based data science platform

Engineering Partnership & Delivery:

- Partnered with distributed engineering teams to deliver custom UEFI and networking solutions, improving server uptime by 44%, system throughput by 40%, and code performance by 30%
- Built enterprise automation platform supporting hundreds of engineers globally, coordinating requirements gathering, technical implementation, and rollout strategy
- Established vendor performance tracking using SQL-based dashboards, ensuring quality standards and cost optimization

Technical Mentorship:

- Mentored 10+ engineers on platform adoption and automation best practices, achieving 95% code coverage and reducing production defects by 50%

Dell EMC, Austin, TX

Graduate Firmware Intern | May 2015–Aug 2015

- Developed custom UEFI software solution improving enterprise server uptime by 44%
- Analyzed system logs using SQL queries to identify failure patterns and optimization opportunities

AI & STRATEGIC INITIATIVES

AI Developer Assistant Platform (2024) | Technical Program Lead & Product Owner

- Program managed development of multi-agent AI system (CrewAI + GPT-4) reducing developer time by 50% on routine tasks, coordinating cross-functional validation with 20+ engineers
- Led program from conception to pilot launch, achieving 85% user satisfaction and projecting \$500K+ annual savings per 100 developers
- Implemented SQL-based analytics framework tracking usage patterns and effectiveness metrics to inform product roadmap

AI-Powered Log Analyzer for Cybersecurity (Personal Project)

GitHub: <https://github.com/nchadangwal/cybersecurity-log-analyzer>

- Architected full-stack ML-powered anomaly detection application processing 10,000+ log entries/second
- Implemented Isolation Forest algorithm (scikit-learn) for real-time security threat identification with severity classification
- **Tech Stack:** Next.js 14 (TypeScript/React), Flask 3.0 (Python), PostgreSQL, Docker/Docker Compose

AI-Powered Content Infrastructure (2024–Present) | Architecture & Strategy

- Designing NLP pipeline with quality scoring and human-in-the-loop workflows for technical documentation at scale
- Building modular system architecture with plugin interfaces for CMS integration
- **Relevance to Content Ecosystems:** Experience with AI-driven content workflows, data acquisition strategies, and quality frameworks applicable to search and publishing platforms

PROGRAM LEADERSHIP ACHIEVEMENTS

- **Program Scale:** Led technical initiatives across 250+ developers and 80+ microservices, coordinating cross-functional program execution
- **Business Impact:** Delivered \$17M+ cumulative value through platform improvements, automation, and developer productivity programs
- **Program Velocity:** Accelerated product delivery by 6 months while reducing CI failures by 30% through disciplined program management
- **Vendor Management:** Successfully managed relationships with 3+ external vendors, ensuring on-time delivery, quality standards, and cost optimization
- **Talent Development:** Mentored 10+ engineers advancing to senior roles; established engineering best practices adopted organization-wide
- **Adoption Success:** Drove 85%+ platform adoption through stakeholder alignment and user-centered change management

EDUCATION & CERTIFICATIONS

Master of Science, Computer Science | State University of New York, Binghamton
Bachelor of Technology, Electrical & Electronics Engineering | Uttarakhand University, India

Certifications:

- Generative AI for Software Development (Coursera)
- Machine Learning Engineering Specialization
- Advanced System Design and Architecture