

**Saijai Osika**  
**Escalation Program Manager**

720-517-0100, Denver, CO  
[saijai.osika@gmail.com](mailto:saijai.osika@gmail.com)  
[www.linkedin.com/in/SaijaiOsika](http://www.linkedin.com/in/SaijaiOsika)

**PROFESSIONAL SUMMARY**

Results-driven Program Manager with 15+ years of experience in customer-facing technical roles, specializing in escalation management and customer success. Proven track record of managing critical technical issues, implementing proactive solutions, and driving cross-functional collaboration across global teams. Expert in stakeholder management and technical problem-solving across cloud, storage, and networking technologies.

**EXPERIENCE**

**Broadcom**

**Broomfield, CO**

**Support Account Manager**

**10/2024 - Present**

- Serve as primary point of contact for enterprise customers (\$2.6B revenue portfolio), managing critical escalations and developing comprehensive "Get Well" plans
- Drive cross-functional collaboration between product, engineering, and customer success teams to ensure successful issue resolution
- Implement standardized engagement frameworks, reducing response time by 10% and improving stakeholder alignment
- Maintain detailed documentation of customer interactions and resolutions using Salesforce and JIRA

**VMware**

**Broomfield, CO**

**Senior Program Manager in Release Readiness**

**08/2022 - 04/2024**

- Directed programs to improve Customer Experience across B2B SaaS portfolios, defining project goals and strategies, navigating tight deadlines, tracking OKRs, risks, and mitigation strategies
- Reduced release cycle time by 30% through development of launch playbook and cross-functional collaboration
- Led Training and Enablement programs for multiple departments, improving stakeholder satisfaction by 20%
- Established and tracked program KPIs, achieving 100% success metrics across multiple channels
- Increased customer satisfaction (CSAT) by 5% through targeted improvement programs

**VMware**

**Broomfield, CO**

**Technical Support Manager**

**11/2018 - 08/2022**

- Managed enterprise solution implementations with focus on product adoption and customer success
- Developed innovative troubleshooting tools reducing resolution time by 12%
- Created KPI dashboards improving decision-making speed by 40%
- Implemented training programs reducing escalations by 20%

**Gogo Business Aviation**

**Broomfield, CO**

**Network Operations Manager**

**04/2016 – 11/2018**

- Led complex technical escalations and data center migration programs

- Achieved 95% customer satisfaction through effective process development
- Managed cross-functional teams to develop and implement technical solutions
- Collaborated with stakeholders to ensure timely resolution of critical issues

## Gogo Business Aviation

**Broomfield, CO**

### **Senior Network Operations Engineer**

**02/2011 – 04/2016**

- Served as technical SME for networking and traffic policies, leading live troubleshooting during major outages
- Reduced customer support tickets by 30% through proactive problem-solving
- Led daily situational awareness calls and change advisory board meetings
- Implemented automation measures, reducing escalations by 80%

## NICE Systems

**Denver, CO**

### **Senior Tier II Client Support Engineer**

**01/2007 – 02/2011**

- Resolved complex technical issues for Fortune 100 clients, achieving a customer satisfaction rating of 4.3/5.
- Increased customer satisfaction by 25% by leading weekly calls and prioritizing high-impact cases.

## **EDUCATION AND CERTIFICATION**

- **AZ-900**, Azure Fundamental, 2024
- **AI Builders Bootcamp & Serverless Data Engineering Project**, Maven, 2024
- **Product Accelerator**, PMDojo, 2024
- **Javascript Full Stack Web Development**, University of Denver, 2018
- **M.S. in Telecommunications**, University of Colorado at Boulder
- **B. Eng. in Telecommunications Engineering**, King Mongkut's Institute of Technology, Bangkok, Thailand

## **TECHNICAL SKILLS**

- **Technologies:** Public Clouds (Azure), Storage Systems, Networking, Building AI applications
- **Tools:** Salesforce, JIRA, Notion, Slack, Google Suite
- **Program Management:** Escalation Management, Risk Management, Stakeholder Communication
- **Methodologies:** Agile, Scrum