Saijai Osika
Senior Program Manager

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PROFESSIONAL SUMMARY

Results-driven Program Manager with 17+ years of experience in operational excellence, customer service, and program management. Demonstrated success in leading cross-functional programs from ideation to global launch. Skilled in solving ambiguous challenges in fast-paced environments and leveraging data insights to drive decision-making. Passionate about process improvement through innovation and the adoption of new technologies.

EXPERIENCE

Broadcom — Broomfield, CO
Support Account Manager — 10/2024 - Present

- Served as a support account manager for a fintech customer ($2.6B in revenue), managing executive requests with a 100% satisfaction rate.
- Managed comprehensive operational dashboards using data visualization tools to track KPIs and generated executive reports, resulting in a 25% increase in stakeholder satisfaction.
- Drove process improvements by implementing standardized workflows in JIRA, reducing response and resolution times by 10%.
- Achieved 100% resolution within SLA and reduced escalation rate by 30% by providing first-line support, managing critical escalations, and ensuring seamless team communication.

VMware — Broomfield, CO
Senior Program Manager in Release Readiness — 08/2022 - 04/2024

- Directed release readiness programs across B2B SaaS networking and security product portfolios, defining project goals, schedules, and mitigation strategies and navigating tight deadlines and resources.
- Achieved 20% faster release cycle time by using a repeatable launch playbook and collaborating with cross-functional teams to deliver feature releases and product launches.
- Reached 90% stakeholder satisfaction by creating and maintaining dynamic dashboards to track program metrics, OKRs, and risks, enabling data-driven decision-making and consistent communication.
- Led T&E initiatives by developing and delivering training programs for 50+ team members on new features and processes to support new products.

VMware — Broomfield, CO
Technical Support Manager — 11/2018 - 08/2022

- Led technical support operations across multiple channels, including email and chat, maintaining 90% first-touch SLA.
- Decreased ticket escalation by 20% with the introduction of a comprehensive training program on complex technical topics.
- Implemented a robust KPI dashboard, speeding up decision-making by 40% and improving overall performance metrics by 20%.

Gogo Business Aviation   **Broomfield, CO**

Network Operations Manager   **04/2016 – 11/2018**

- Developed and maintained 15+ operational dashboards tracking KPIs across five business units, driving 30% faster decision-making and $100K cost savings through data-driven insights.
- Achieved 95% customer satisfaction through improved support processes and tools.
- Increased customer satisfaction by 15% through A/B testing to understand the impact of traffic shaping on user experience.
- Led a complex data center relocation program, saving the company $50K through virtualization and cloud migration.

Gogo Business Aviation   **Broomfield, CO**

Senior Network Operations Engineer   **02/2011 – 04/2016**

- Acted as SME for networking and traffic policies, providing first-line support for high-profile customers leading live troubleshooting calls during major network outages.
- Reduced customer support tickets related to ambiguous network issues by 30%, saving $25K annually.
- Led daily situational awareness calls and weekly change advisory board meetings, reducing network-wide downtime by 20% year-over-year.
- Implemented automation measures, reducing escalations by 80% compared to the previous two quarters in 2010.

NICE Systems   **Denver, CO**

Senior Tier II Client Support Engineer   **01/2007 – 02/2011**

- Resolved complex technical issues for Fortune 100 clients, achieving a CSAT 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
- **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

- **Data Visualization:** Tableau, Data Engineering, APIs
- **Project and Product Management:** JIRA, Agile methodologies
- **Business Tools:** Excel, Salesforce, Slack
- **Process Optimization:** Workflow automation, continuous improvement