

# Devki Desai, CSM

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## CAREER HIGHLIGHTS

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- Technical Program Manager with 7+ years of experience driving data analytics, automation, digital transformation, SaaS implementation programs for Fortune 100, Big 4 and start-ups
- AI-native TPM building custom agents, MCP integrations, and automation on Claude that streamline engineering planning and execution workflows, driving 30+ hours/month of efficiency for teams
- Experience in leading end-to-end program and software development lifecycles, from strategic planning and design through execution, launch, and post-production support
- Retail, AdTech, e-commerce, mobility and consulting industry exposure in Asia and North America, driving over \$150M in revenue, saving 10,000 hours of manual work and \$500K in operational cost

## WORK EXPERIENCE

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### Uber

Seattle, WA

#### Senior Technical Program Manager

Jul 2025 – Present

- Lead program management for Uber's Travel vertical (Reserve, Airports, Intercity), driving roadmap execution across 3 workstreams and 5+ engineering pods, partnering with PM, Science, and Engineering leads to align on metrics, OKRs, and delivery timelines
- Built execution health dashboards across 3 org verticals using Jira, establishing metrics for velocity, quality, and delivery risk, identifying and escalating risks to leadership and saving 12 hours/week in reporting overhead
- Developed a full-stack Gantt visualization tool (Go/JavaScript, Jira API) to auto-generate real-time timeline views from checkpoint dates, replacing manual Google Sheets charting and providing instant critical-path visibility for planning, MBRs, and stakeholder updates, saving an estimated 60 hours per planning cycle
- Designed a structured architecture review process across 2 engineering orgs, facilitating technical design sessions and replacing an ad hoc model where decisions were revisited 10+ times, introducing automated intake workflows, team-based routing, RACI-based accountability, and centralized decision logging
- Served as operational lead for Uber's company-wide pilot with Linear.app across 70+ teams and 500+ users, managing end-to-end ground operations by securing ERD approvals, setting up cross-platform integrations with Jira, Slack, and GitHub, selecting pilot cohorts, and driving participation surveys, training, and onboarding to enable enterprise-wide adoption
- Built an AI-powered SLA Governance Bot (Python, Jira API, Claude, Slack API) for the Developer Platform team that queries Jira daily for overdue P0/P1 and security tickets, uses Claude to categorize them into five risk buckets, and sends personalized Slack DMs to ticket owners, saving managers 8 to 10 hours/month of manual auditing and moving the team from passive monitoring to active accountability
- Developed an AI-driven resource allocation dashboard (Claude, Linear, Python) cross-referencing engineering allocation plans against live Linear project data across all 6 engineering pods, automatically flagging coverage gaps, unassigned projects, and allocation shortfalls before target dates slip, giving EMs and TPMs real-time visibility into resourcing risk
- Built a daily operating system using Claude Code for my day-to-day TPM work, integrating Slack, Linear, Gmail, Calendar, and Sourcegraph to auto-generate morning briefs, draft weekly status reports, and surface engineering activity from Git, saving 30+ minutes daily on manual organization and synthesis

### Walmart Connect

San Francisco, CA

#### Technical Program Manager

Dec 2022 – Jul 2025

- Owned end-to-end delivery of a multi-million dollar program portfolio spanning internal and external teams across product, engineering, sales, GTM, data science, and compliance, driving requirement gathering, scope negotiation, project planning & tracking, and cross-functional dependencies, balancing risks and benefits across competing priorities, maintaining flexibility through directional changes, and concurrently managing multiple priorities on the roadmap, including:
  - Proof of Concept rollout for Walmart Connect's customer-facing retargeting program, boosting CTR by 38%, generating \$750K+ in ad spend, and positioning the product to deliver \$18M+ in annual revenue
  - Walmart's first clean room-enabled Innovation Partner Program with external partner TikTok, enabling privacy-safe campaign insights and driving \$30M+ in gross revenue as a first-to-market offering in retail media

- API design and product integration program for Walmart's ad transaction platform, expanding to 16 external B2B partners by defining integration patterns and managing technical dependencies across engineering and external partner teams, reducing manual campaign setup by 43% and generating \$17M in revenue
- Enterprise level SaaS product (Airtable) rollout from strategy, vendor selection (RFP), contract negotiation, customization, training and enablement for 400+ users, saving ~8,000 manual hours/year
- Launch of customer-facing self-serve Brand Shop & Shelf program with 700+ shops and 2,900+ shelves, applying Gen-AI/ML-powered automation to compress seller onboarding from 7 days to 3 hours, thereby saving \$800K/year and demonstrating practical AI-to-product impact at scale
- Strategic replacement of outdated Oracle Advertising platform by selecting 3rd party SaaS solution, improving fraud detection for B2B advertiser transactions by 43% within 6 months
- Cross functional initiative to optimize existing ads through enhanced customer experience and API integration, accelerating Walmart's Onsite Display growth trajectory by \$116M revenue in 6 months
- Influenced partners and senior executive leadership through roadmap presentations, recommending actionable strategies and enabling early intervention on cross-functional blockers

### **Ernst & Young (Client: Nike)**

**San Francisco, CA**

*Data Analytics Consultant*

*Aug 2022 – Dec 2022*

- Spearheaded development of a Power BI performance measurement dashboard for 79,400 employees across Nike's global business units, tracking the success and adoption of the EY Navigate program
- Defined KPIs with Nike leadership to track employee engagement, identify trends, and drive data-driven decisions for targeted communication, leading to 38% boost in employee participation
- Led change management including training and launch communication for HR Operations team, driving 100% user adoption in 2 months for the dashboard

### **Sam's Club**

**Bentonville, AR**

*Technical Program Management Intern*

*May 2022 – Aug 2022*

- Led planning and cross-functional coordination for the pilot launch for Sam's Club's loyalty program, accelerating rollout decisions and saving \$148K in total program budget
- Built a Tableau KPI tracker to analyze member behaviour and vendor/deal performance, increasing loyalty program participation by 22% and boosted membership sign-ups by 18% through data-driven decisions
- Designed and implemented standardized program management workflows and templates, improving cross-team collaboration and visibility and saving 700+ hours and \$32K/year in manual reporting

### **Urban Suburban**

**India**

*Program Manager*

*Apr 2017 – Nov 2020*

- Led end-to-end product development for a customer-facing e-commerce platform deployed cross-platform across 11 countries, from ideation and requirements through design, engineering, launch, and post-launch iteration, acquiring 1,200+ new customers within 3 months
- Established execution health visibility and demand forecasting by integrating Tableau, Google Analytics, and Power BI dashboards, enabling data-driven decisions on marketing, inventory planning, and customer experience, and reducing inventory overhead and stockouts that saved \$59K in operational cost

## **EDUCATION & CERTIFICATIONS**

**MS in Software Engineering**

San José State University, San José, CA

**BE in Computer Engineering**

Gujarat Technological University, India

## **SKILLS**

**Program Management:** Customer-Facing Product SDLC, Cross-Platform Program Delivery, SaaS Implementation, Digital Transformation, Automation & Process Design, Roadmap Planning, Risk Mitigation & Dependency Management, Scope Negotiation, Stakeholder Management, Technical Design Facilitation, Process Improvement, Agile/Scrum, Retrospectives & Postmortems, KPI Definition & Execution Health Monitoring, Release Coordination, Change Management

**Tools & Technical:** Jira, Asana, Linear, Airtable, SQL, API Design & Product Integration Patterns, Data Systems, AI/ML Workflows, Gen-AI Automation, Power BI, Tableau, Looker, Google Analytics, Google Apps Script, Go, JavaScript, Advanced Excel, MS Project