VARUN KAPUR

Program Management | Operations | Transformation Leader |

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Experience

Cisco Systems Inc
Austin
Program Management Leader | Operations Leader
2018 - Present

- Lead Technical Program Management (Beta Programs) for the IoT Business Unit
- Run Critical Programs in the IoT Domain from ideation to delivery
- Led the Generative AI (GAI) Initiative as part of Cisco's GAI Initiative for the group
- Working as the Client Executive for a major customer, ensuring Customer Satisfaction & Growth are the center of focus
- Managed & Ran the Customer Success Track for IoT Products, working closely with the Executive Leadership Team
- Developed & Presented Dashboards & Reports to the Senior Leadership
- Help with newer opportunities & growth targets for the Sales/Account Teams

Glooko
Mountain View
Head PMO | Operations Lead
2017 - 2018

- Provided overall Portfolio and Program Management support for a Healthcare Company
- Led Tactical Teams for both Run-The-Business and Grow-The-Business initiatives
- Collaborated with Customer Success Teams to achieve or exceed set KPIs
- Formalized processes and guidelines for the company, ensuring compliance and regulatory approvals
- Managed Release Management activities and set up Dashboard Management and communication to the Executive Leadership Team
- Established the PMO organization, defining KPIs and metrics for performance evaluation
- Developed Project Documentation Templates, policies, and procedures for the PMO group

Persistent Systems
San Jose
Sr. Program Manager (Multiple Clients | Locations)
2012 - 2017

- Clients: Cisco, CA Technologies
- Acted as a liaison between Customers, Management & Development teams for multiple clients
- Implemented Best Practices to ensure consistent project execution and timely risk mitigation
- Played various roles in projects involving Cisco, Google Search Appliance, and CA Technologies
- Worked closely with sales teams to increase product sales and client base
- Created product presentations and conducted sales demos to drive revenue generation
- Prepared reports and presentations for VP/Director-level briefings

Probys
San Jose CA
Sr. Program Manager (Multiple Clients | Locations)
2008 - 2012

- Clients: Cisco, Wells Fargo, DirecTV
- Migrated clients to new IT platforms, ensuring seamless transitions and Automated Migration Processes
- Collaborated with cross-functional teams to gather requirements and deliver solutions
- Managed infrastructure projects and participated in agile project management initiatives
- Played a key role in exception handling strategies for data center migration/merger
- Enhanced Directv.com entertainment portal for improved user experience
- Infrastructure project management consisting of multiple projects with heavy emphasis in all areas of the project lifecycle including feasibility, requirements, initiation, effort driven project planning, execution, control, and shutdown
- As part of the Migration/Merger Team, helped to devise strategies for exception handling for the Data Center

Dell Inc
India
Sr. Business Analyst
2005 - 2008

- Worked as a Sr. Business Analyst for Dell Inc. in India

IBM
India
Sr. Business / IT Analyst
2003 - 2005

- Started career as an IT Analyst at IBM in India

Education

Bachelor in Computer Applications (BCA) | Punjab Technical University
Bachelors
2003

SCPM | Stanford University
Stanford Certified Project Manager
2013

Education

University of California Haas School of Business
Certification in Stanford Advanced Project Management   2019

Harvard Business School
Certification in Hass Digital Transformation: Leading People, Data & Technology   2019

Skills

Program Management · Client Executive · Agile · Release Management · Agile Project Management · Artificial Intelligence · Cisco · Data Center · Data Migration · Entrepreneurship · IBM · IoT · Performance Tuning · PMO · Product Management · Operations · RUP · Scrum · SDLC · Software Development · Software Development Lifecycle · Team Building · Budgeting · ML · People Management · Leadership · JIRA · Rally · Scrum · Digital Transformation · Marketing · Beta Testing · Account Management

Volunteering

Indians Connecting Network (ICON) ATX
Chapter Lead   06/2022 - Present
Co-lead the Employee Resource Organization (ERO) ICON ATX to bring our community together and help in uplifting others by working with teams/groups across the globe.