

AMIT VALECHA

Program & Delivery Management / Transition Lead / Transformation Lead / PMO / AI Transformation

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SUMMARY

Delivery & Program Management Leader with 20+ years of global experience in IT, SaaS, BPO, Telecom, and Fintech. Proven ability to lead 200+ professionals across 30+ global client portfolios, while ensuring governance, process adherence, and delivery excellence. Experienced in GCC setup, global transitions, and cross-geo delivery for Fortune 500 clients. Skilled in P&L ownership, executive engagement, and business growth through delivery excellence, converting large -scale programs into sustainable client partnerships.

Technical Proficiencies

Delivery & Program Leadership Skills: Portfolio Governance, P&L Management, Stakeholder Engagement, PMO Setup, OKRs & KPIs, Risk/Change Management.

Tools and Analysis:

Microsoft Excel (Advanced) | Financial Modelling | Budgeting & Forecasting | Root Cause Analysis (RCA) | Performance Metrics | Strategic Planning | JIRA | Confluence | Microsoft Project | Smartsheet | OpenAir | Workday | Agile (Scrum/Kanban) & Waterfall | RACI Models | OKRs & KPI Executive Reporting | Change Management (ADKAR) | Cost & Resource Planning.

Dashboards & Visualization:

Power BI | Tableau | Data Visualization | Real-Time Dashboards | Data Storytelling

Emerging Tech & Automation (supporting delivery outcomes): AI/ML (GenAI, RAG, LangChain, Vector DB), Workflow Orchestration, Cloud Platforms (Azure/AWS/GCP), Cybersecurity.

Communication & Stakeholder Engagement:

PowerPoint (Advanced) | CXO Presentations | Cross-Functional Alignment | Stakeholder Management | Team Leadership

PROFESSIONAL EXPERIENCE

Consulting Manager - AI Delivery & Program Leadership (Feb 2025 - Present)

- Directed cross-functional AI delivery teams (PMs, Engineers, UI/UX specialists) in Agile, scaling an enterprise SaaS platform across multi-client portfolios.
- Led cross-functional AI and delivery governance programs, balancing technology innovation with large -scale portfolio management.
- Implemented portfolio control frameworks (reporting, escalations, OKRs), ensuring consistent execution across teams.
- Partnered with stakeholders to translate delivery success into growth opportunities, securing repeat engagements and platform adoption.
- Owned delivery P&L, optimizing costs via automation and orchestration pipelines that cut effort by 70%.
- Key Win:** Implemented an Agentic AI delivery framework that improved executive decision efficiency by 40% and positioned delivery excellence as a sales enabler.

Nasdaq - Principal Program Manager - Customer Delivery and Operations (Nov 2023 - Jan2025)

- Led portfolio governance for 30+ projects, ensuring standardized escalation/reporting methods

across global teams .

- Oversaw P&L and budget stewardship, delivering >\$1.2M annual savings while driving portfolio margin visibility.
- Strengthened CXO-level client engagement, converting operational reviews into growth pipelines and stronger account retention.

- Supervised and mentored a cohort of 6 Project Managers, each directing 25–30 delivery professionals, ensuring consistent reporting discipline and portfolio governance across 200+ staff, to drive delivery discipline, improving reporting accuracy by 35%.
- Represented the delivery team in executive steering committees and stakeholder leadership forums.
- Designed employee engagement strategies, including training on Responsible AI and leadership communications, resulting in 92% tool adoption.
- **Key Win:** Delivered AI-driven Prediction Model that eliminated 3,000+ manual hours annually, enhancing both client trust and delivery expansion potential.

Tech Partner Alliance - Head - Projects (Oct 2022 - Oct 2023)

- Directed large-scale fintech delivery portfolios, managing stakeholders across multiple BU's & Clients and ensuring SLA compliance.
- Managed 5 Project Managers overseeing ~30-member delivery (DevOps) teams each, embedding execution standards and accountability across 80+ professionals.
- Built client engagement playbooks with QBRs, aligning delivery excellence with expansion opportunities and retention.
- Implemented process standardization across PMs, embedding RAG pipelines and LLM orchestration into SOPs.
- Drove P&L optimization, cutting cloud-ops costs by 40% while increasing SLA adherence by 35%.
- Standardized PM-to-client communication models, ensuring clear, consistent, and professional engagement across 30+ global accounts.
- Key Win: Orchestrated transformation programs for banking clients that converted delivery into a growth engine, boosting client portfolio revenue.

Consultant - Program & Delivery Manager (Aug 2019 - Sep 2022)

Equinix (via Helius Computech):

- Directed post-merger IT integration, ensuring compliance and robust portfolio oversight across regions.
- Delivered seamless integration of global data center operations, aligning IT frameworks and delivery models.
- Established operational rigor practices that minimized disruption and enabled global service continuity. Colt UK:
 - Managed end-to-end portfolio integration, ensuring operational readiness for pan-European clients.
 - Standardized delivery frameworks across geographies, embedding global transition execution models. Volkswagen UK:
 - Delivered EUC & application support transition between VWG and Bentley, aligning IT operations across UK & EU regions.
 - Drove organizational change management with executive stakeholders in Europe, ensuring adoption of new delivery processes.

Jumio India - Global Program Manager (Sep 2018 - May 2019)

- Established PMO and formal control procedures, reducing delivery costs by 50% through reengineered planning and contract negotiation, Implemented KPIs and control metrics, improving operational efficiency across global delivery.
- Managed escalations and strategic conversations across global customer accounts, ensuring delivery confidence.
- Oversaw Migration from On-Prem to Cloud, financial planning, vendor engagement, and SLA tracking across information tech initiatives.

Reliance Jio - Deputy General Manager - Special Projects (May 2015 - Aug 2018)

- Led national infrastructure projects in telecom, fiber, and data center verticals.
- Managed a 28-member PM organization, with each PM leading 25–30 staff, reinforcing

operational rigor and delivery controls across a nationwide portfolio of 200+ resources.

- Monitored P&L, developed gated models, and reduced financial risks while ensuring regulatory alignment.
- Client-facing leadership with regulators, vendors, and partners, converting delivery credibility into infrastructure growth mandates.

NSC Global - Senior Project Manager (May 2013 - May 2015)

- Directed GCC setup in India: Built and scaled a 200+ member offshore delivery center, embedding compliance, execution standards and delivery models aligned with global HQ expectations.
- Oversaw 8 Project Managers, each managing multi-disciplinary teams of ~40 staff, standardizing portfolio controls and strengthening delivery discipline across 100+ global resources.
- Directed cross-geo teams for AT&T, Telefonica, NYSE. Managed global delivery transitions for these clients ensuring SLA compliance and smooth handovers.
- Optimized CAPEX/OPEX budgets while introducing streamlined change workflows across client geographies.
- Enabled account expansion by converting delivery excellence into a 20% YoY growth pipeline across US and EU client portfolios.
- Key Win: Positioned India GCC as a strategic hub for global delivery, reducing costs while expanding service scope.

Progressive IT Roles (2000-2012)

- Built foundations in service delivery, infra transitions, and delivery discipline through roles at Accenture, WNS, Mphasis, and Reliance Globalcom.
- Delivered end-to-end hardware and infra deployments, shaping early leadership track before formal technical degree completion.

EDUCATION

B.Tech. - Computer Science & Engineering, Calorx Teachers University

CERTIFICATIONS

PRINCE2 | MSP | ITIL v3 | PMP | AWS & Azure Cloud | CISM | ISO 27001-LA | AI Implementation Foundations

SOFT SKILLS

Strategic Thinking | Leadership | Communication | Problem Solving | Operational Excellence | Coaching & Mentoring | Collaboration | Time Management | Delegation |