SANDEEP GOYAL

Head of Program Management | Director, Technical Program Management

Operational Excellence | Go-to-Market | AI-Enabled Operating Models | Sales & Customer Success

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PROFESSIONAL SUMMARY

Head of Program Management and Technical Program Management (TPM) executive with **20+ years** transforming how large organizations operate: building PMO and TPM functions, setting operating rhythm and governance, and using AI to create a single source of truth, faster decisions, and clear KPIs. Delivered SVP- and CTO-staff-sponsored programs across Go-to-Market, AI-enabled selling, cybersecurity, and cloud at Kaseya, Intuit, and Oracle; scaled GenAI across 2,000+ engineers in 8 business units.

SELECTED LEADERSHIP ACHIEVEMENTS

- **Operating model:** set the strategy, roadmap, and operating rhythm for a 650-engineer org (67% developer velocity increase); drove quarterly planning across 10+ teams at OCI; run operating rhythm for company-level initiatives at Kaseya.
- **AI single source of truth:** built an AI-based Command Center at Intuit (Slack, Teams, Confluence, Jira) as the SSOT for programs, cutting PM reporting from ~6 hrs/week to under 15 minutes; stood up the same at Kaseya in one quarter.
- **Metrics-driven leadership:** run monthly business reviews with the GM on ARR, churn, upsell/cross-sell, and NPS; track the funnel from MQL to opportunity in Salesforce against a $4M+ Q4 2026 new ARR forecast.
- **Go-to-market:** drove Intuit's AI-based seller productivity initiative (24,000+ seller hours/week recaptured; $200M+ pipeline influenced); at Kaseya, embedded INKY trials into the product suite (10% trial-to-paid conversion).
- **Talent and AI adoption:** built TPM teams from scratch (10 at Oracle, 10 at Intuit); scaled GenAI code assistants to 2,000+ engineers (50% velocity lift, 50% higher developer satisfaction) and upskilled 5,000+ employees.

PROFESSIONAL EXPERIENCE

Director, Technical Program Management - Cyber Resilience, IT Service Management, Cybersecurity, AI & New Product GTM

Kaseya | Sunnyvale, CA (Hybrid) | Aug 2026 - Present

- Lead program management for Cyber Security, Cyber Resilience, IT Service Management, AI, and new product GTM; develop TPM talent and run monthly business reviews with the GM on ARR, churn, upsell/cross-sell, and NPS.
- Drive delivery against a $4M+ Q4 2026 new ARR (NARR) forecast for Cyber Security and Cyber Resilience within a ~$100M ARR product suite; track the funnel in Salesforce from MQL through opportunity.
- Stood up an AI-based Command Center as the single source of truth (SSOT) for program information within one quarter.
- Embedded INKY email security trials into other Kaseya suite products: 10% trial-to-paid conversion and higher attach rates across 15% of products.
- Partner with Product Marketing (ICP, product-market fit), Demand Generation, and Account Managers on email and trial campaigns, cross-sell/upsell, and tiered licensing to drive Net Retention Rate (NRR); lead BCDR and platform consolidation, including migrating legacy email security into a unified architecture.

Head of TPM - AI-Assisted Virtual Expert Platform, Sales Transformation & GTM

Intuit | Mountain View, CA | Jan 2025 - Aug 2026

- Led **Lead2Cash** and Intuit's AI-based seller productivity initiative under SVP sponsorship, directing 10 TPMs across five pillars (lead management, seller experience, AI for Sales, order and deal desk, platform foundations); recaptured 24,000+ seller hours/week and influenced **$200M+ in revenue pipeline**.
- Built an **AI-based Command Center (VEP PMO Claude Skill ecosystem)** as the single source of truth, updated directly from Slack, Teams, Confluence, and Jira, with each TPM managing their programs in it; cut PM reporting from ~6 hrs/week to under 15 minutes.
- Spearheaded **MidMarket Agentic AI Workspace** for 2,400 IES AEs/BDRs, cutting cold leads 50%.
- Improved TurboTax Live expert matching 25% via AI routing, driving a 15% revenue increase in peak tax season.

Head of TPM - Operational Excellence, GenAI Platform & Developer Productivity
Intuit | Mountain View, CA | Aug 2023 - Dec 2024

- Drove **GenAI code assistant** rollout across 2,000+ engineers in all 8 business units: 50% development velocity lift, 50% higher developer satisfaction, 40% code acceptance, 80% test acceptance, 80% adoption.
- Defined Intuit's enterprise AI-coding-tool point of view with Bain Consulting and partnered with Finance on a per-engineer budget pool for governed, scalable adoption.
- Designed and executed the GenAI Workforce of the Future program for 5,000+ employees with Bain Consulting.
- Orchestrated **Intuit's first agentic workflows** for tax preparation; launched NotebookLM and Gemini Gems across TPM portfolios.

Group Program Management Leader - Platform (Kubernetes), Operational Excellence & Dev Velocity
Intuit | Mountain View, CA | 2021 - 2023

- Created the strategy, roadmap, and operating rhythm for a 650-engineer Developer Experiences org, increasing developer velocity 67%.
- Improved incident detection velocity 200% with an enterprise Observability platform across 2,000+ engineers; delivered $7M in cost savings in two fiscal years; architected five-nines (99.999%) availability platforms.
- Official Bar Raiser and Awesome Assessor for the PMO Craft community, governing promotions and senior-management hiring.

Director of Program Management - Oracle Cloud Infrastructure (OCI)
Oracle | Redwood Shores, CA | 2018 - 2021

- Delivered a CTO-staff mandate to stand up 5 data centers and DR regions across APAC under board-level visibility.
- Managed OCI migration of 1,000+ Fusion Applications customers ($500M+ combined ARR) and weekly patching for 20,000+ customers (download times cut 50%).
- Built a TPM team from scratch (10 senior program managers) and drove quarterly roadmap cadence across 10+ cross-functional teams.

Senior Program Manager - Fusion Applications
Oracle | Redwood Shores, CA | 2012 - 2018

- Increased release velocity 20% and delivered 40% process-efficiency gains, owning release schedules and roadmaps across all Fusion Application product lines.

Software Development Manager & Technical Lead
Oracle | Bengaluru, India | 2006 - 2012

- Cut installation and upgrade times 40% with the Next-Gen Framework Installer and Patching Framework; managed 10 engineers.

Software Developer
Tavant Technologies | Bengaluru, India | 2005 - 2006

- Built mortgage origination and loan processing systems, reducing processing times 30%.

CORE COMPETENCIES

Program & PMO Leadership: Program Management Office (PMO) and TPM Organization Building • Portfolio & Program Governance • Operating Rhythm • Executive & Board Stakeholder Management • Talent Development

AI-Enabled Operations: Enterprise GenAI Transformation • Agentic Workflows • AI-Powered Reporting • KPI & Metrics Frameworks • Single Source of Truth (SSOT)

Go-to-Market & Growth: GTM & Revenue Enablement • Product Launch • In-Product Trials • Cross-Sell/Upsell & NRR • ARR Growth • P&L-Impacting Delivery

Platform & Security: Operational Excellence • Cyber Resilience & BCDR • Cybersecurity • IT Service Management • Cloud (OCI / Kubernetes) • Agile / SAFe

EDUCATION

Post Graduate Diploma in Business Management - Strategy & Finance, Narsee Monjee Institute of Management Studies
B.Tech - Computer Engineering, National Institute of Technology, Kurukshetra

CERTIFICATIONS & TOOLS

Certifications: PMP • PMI-ACP • ITIL • Agile • SAFe 4.0 • Scrum Master
AI & Tools: Claude • NotebookLM • Gemini Gems • Salesforce • Jira • Confluence • GitHub • Asana • Airtable • Smartsheet