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(LinkedIn)

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(Portfolio)

Top Skills

Customer Success Lifecycle

Onboarding & Retention

Agile Delivery & Project
Management

Languages

English, Hindi, Telugu (Full
Professional)

Certifications

Microsoft Certified Azure AI
Fundamentals

Microsoft Certified Azure Networking
Engineer

Prompt Engineering for Project
Managers

Generative AI for Project Managers

Cognitive Project Management in AI
(CPMAI)[™]

Swatti Sri Pilla

Global Customer Success | Agile Program Manager | Azure &
Gen AI Certified | 15+ Yrs in SaaS, BFSI, Healthcare, Automotive,
Agentic AI, Ads manager | PMP, ITIL, Scrum Master | Global Leader
& Team Builder

Hyderabad, Telangana, India

Summary

From building enterprise cloud programs to shaping customer-first cultures, my career has been a journey of creating impact at the intersection of technology, people, and purpose. Pursued Masters in Software & Computer Engineering from California University, USA.

With 15+ years of global experience across the US, UK, Canada, Germany, and India, I've led agile delivery and customer success programs for some of the world's most complex industries- BFSI, Healthcare, Automotive, Crop Insurance, 401(k) Retirement and Agentic AI. Whether spearheading \$50M+ enterprise accounts or improving Net Revenue Retention by 20%, my focus has always been clear: deliver meaningful value, consistently and globally.

I began my journey with a passion for solving problems and enabling people - starting as a Client Engagement Specialist at HSBC, where I learned the importance of customer trust and proactive communication. Over the years, I evolved into a Customer Success and Program Leader, driving transformation at Cognizant, Accenture, and now beyond. Led outcome-driven product cycles, delivering weekly feature iterations focused on measurable student impact using rapid experimentation and data validation.

Certified in PMP, ITIL, Agile Scrum, Azure AI, Generative and Agentic AI, I blend technical depth with business agility - leading scalable initiatives that reduced churn by 25%, improved CSAT by 30%, and accelerated time-to-value by 40%. I'm equally at home building KPI dashboards, managing stakeholder escalations, or mentoring cross-functional teams to success.

But my story isn't just about metrics—it's about people. I've built and empowered teams across geographies, launched internal

enablement communities, and mentored next-gen talent on education, internships, and professional growth. My work bridges strategy and empathy, analytics and intuition—because customers remember how we make them feel, not just what we deliver.

I believe that lasting success is built on alignment - of values, vision, and execution. And I'm here to create those moments where customers don't just renew - they advocate.

Let's build what's next - together.

Experience

Accenture

Global Senior Program Manager

September 2021 - Present (4 years 3 months)

Hyderabad, Telangana, India

In my role as a Global Senior Program Manager at Accenture, I direct cross-functional teams to deliver complex projects by applying structured management practices focused on mitigating risks and ensuring operational success. I oversee project execution through tools like Jira and Confluence, tracking KPIs, facilitating sync-ups, and driving milestone-based progress. Acting as the central liaison among clients, architects, and service managers, I create and maintain Kanban dashboards while co-developing strategic roadmaps with clients and technical teams to ensure visibility and direction. I proactively resolve risks and issues by identifying potential blockers early and coordinating cross-team mitigation efforts. Additionally, I facilitate retrospectives and feedback loops to capture insights and refine delivery strategies for ongoing team improvement. Introduced AI-powered monitoring (Datadog, CloudWatch) and AWS cost optimization strategies, reducing incident response time by 40% and cloud spend by 25%.

Achievements:

- Built and led a high-performing Customer Success team managing 20+ global enterprise accounts, resulting in a 35% increase in client retention and a 25% rise in recurring revenue within one year.
- Implemented a risk management framework, enabling early identification and mitigation of risks, resulting in a 35% reduction in project delays and improved delivery predictability.

- Championed Agile transformation across cross-functional teams, leading to a 40% increase in team productivity and 35% faster project turnaround, while fostering a culture of continuous improvement and collaboration.

Cognizant

5 years 3 months

Customer Success & Agile Project Manager

August 2018 - September 2021 (3 years 2 months)

Hyderabad, Telangana, India

As a Customer Success & Agile Project Manager at Cognizant Technology Solutions, I led Proof of Concept (PoC) initiatives, from gathering client requirements to validating business value. I partnered with sales, engineering, and product teams to troubleshoot and resolve complex performance challenges while promoting a DevOps-first culture. I orchestrated project timelines and deliverables, ensuring on-time completion through effective collaboration with cross-functional teams and engaged with product teams to drive enhancements and ensure timely resolution of product-related issues. Automated SaaS onboarding workflows using Terraform and Kubernetes, accelerating time-to-value by 30%.

Achievements:

- Boosted product engagement by 75% through targeted training and success plans, while reducing churn via proactive risk mitigation and security health monitoring.
- Spearheaded the enterprise-wide transition to a DevOps-first culture, resulting in a 50% increase in deployment frequency and a 40% reduction in lead time for production changes.

Agile Project Coordinator

July 2016 - August 2018 (2 years 2 months)

Los Angeles, California, USA

As a Agile Project Manager at Cognizant Technology Solutions, I partnered with sales, engineering, and product teams to troubleshoot and resolve complex performance challenges while promoting a DevOps-first culture. I orchestrated project timelines and deliverables, ensuring on-time completion through effective collaboration with cross-functional teams and engaged with product teams to drive enhancements and ensure timely resolution of product-related issues. Integrated DevOps and Azure Sentinel log analytics

to automate client security monitoring, reducing response times by 35% and enhancing SaaS reliability.

Achievements:

- Designed and executed a comprehensive project delivery schedule, improving on-time delivery rates by 35%, strengthening client trust, and enhancing overall satisfaction across high-impact engagements.
- Elevated client satisfaction by building strong, trust-based relationships and proactively addressing risks contributing to repeat engagements and long-term business growth.

New England IT Associates Inc.

Customer Operations Lead

October 2013 - July 2016 (2 years 10 months)

Los Angeles, California, USA

In my role as a Customer Operations Lead, I championed goal-oriented execution by aligning team efforts with defined objectives and deliverables. I strengthened client engagement by nurturing productive partnerships and contributed to long-term business value. Additionally, I enabled cross-functional excellence by coaching teams across geographies on product innovations and evolving QA methodologies.

Achievements:

- Drove high-impact delivery by aligning multi-disciplinary teams to clearly defined business goals, resulting in a 25% reduction in release cycle times and improved predictability across sprints.
- Revamped multi-regional customer operations by automating CRM workflows and optimizing support processes, resulting in a 20% boost in SLA compliance and a 30% reduction in customer escalations.
- Championed cross-functional collaboration by mentoring global delivery teams on architecture best practices, QA automation frameworks, and DevOps pipelines, leading to a 30% improvement in test coverage and system reliability.

HSBC

Client Engagement Specialist

November 2007 - March 2011 (3 years 5 months)

Visakhapatnam, India

As a Client Engagement Specialist , I designed and rolled out risk assessment frameworks to streamline data collection, analysis, and reporting of compliance

indicators. I interpreted audit findings and compliance assessments to support risk mitigation strategies and policy improvements, and conducted on-site inspections to validate adherence to internal standards, safety protocols, and regulatory requirements. Streamlined support operations using automation and monitoring tools (Salesforce, Zendesk, Tableau), improving SLA compliance by 20%.

Achievements:

- Led end-to-end compliance inspections across multiple locations, ensuring 100% adherence to internal controls, safety protocols, and regulatory mandates—reducing the risk of non-compliance penalties.
- Streamlined compliance data workflows by introducing automation and standardized templates for data collection and reporting, enhancing team productivity and reducing manual errors by 40%.
- Drove a 25% increase in upsell and cross-sell by developing tailored engagement plans and building consultative relationships with high-value clients.

Education

California University

Master of Science - MS, Computer Engineering · (2013 - 2015)

California University

Master of Science - MS, Software Engineering · (2011 - 2012)

Andhra University - St. Joseph's College

Bachelor of Science - BS, Computer Science

Nalanda Junior College

Visakhapatnam

Visvodaya High School

Visakhapatnam