

Ankita Kotwal

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PROFESSIONAL SUMMARY

Versatile Program Manager with 8+ years of experience who thrives in ambiguity, translating strategic vision into executable roadmaps across engineering, product, and business teams. Expert at scaling operations, implementing automation, and mentoring teams while maintaining rigorous focus on delivery, timelines, and stakeholder alignment.

CORE SKILLS

Skills: Program & Project Management | Cross-Functional Stakeholder Management | Risk Identification & Mitigation | Data-Driven Decision Making | Process & Governance Design | Strategic Execution | Scaled Agile (SAFe®) | Executive Communication | Digital Transformation | Cloud | FinTech | Coaching & Mentoring

Tools: Jira | Confluence | Smartsheet | ServiceNow | Excel | Powerpoint | SharePoint | MS Project | Google Suite

Certifications: Certified Scrum Master (CSM®) | Leveraging Generative AI for Project Management

PROFESSIONAL EXPERIENCE

Apex Systems (Client: Experian), Remote, United States

Technical Program Manager | Mar 2025 - June 2025

- Led full-cycle delivery of marketing data campaigns for **30+ clients**, enhancing **API availability to 98.5%**.
- Drove cross-functional collaboration between engineering and product teams to streamline onboarding workflows, cutting new-client onboarding time by **1 week within 2 months**, achieving an **8% improvement**.
- Led **Scaled Agile PI Planning** to translate strategic organizational priorities into executable roadmaps, improving **delivery velocity by 10%**.
- Anticipated leadership information needs and delivered clear status and risk reporting, enabling faster decisions to unblock bottlenecks and **reducing decision cycle time by 5%**.
- Directed a geographically **distributed engineering team of 20+** to deliver key initiatives in partnership with product and business stakeholders.
- Owned program financials, ensuring optimal resource allocation and adherence to budget across initiatives.

American Credit Acceptance, SC, United States

Technical Project Manager | July 2022 – Mar 2025

- Led large-scale cross-functional programs across product, engineering, business, and infrastructure to align systems with a **\$10B+ portfolio** target, helping the organization reach **\$7.5B in 6 months**.
- Spearheaded **AI-driven automation** of income verification workflows, cutting manual effort by **90% in 3 months** and **saving \$1M+** in annual operational costs.
- Headed the Servicing IT vertical, managing **8 concurrent workstreams** and delivering projects that outperformed annual business value targets of **\$8M**.
- Directed a **social engineering awareness** program, improving organizational security posture by **15% in 3 months**.
- Mentored new project managers, accelerating their ramp-up to independent ownership of deliverables.

State Bank of India Life Insurance, India | **Assistant Manager - HR & IT Projects** | May 2017 – September 2020

- Pioneered organization-wide attendance digitization, achieving 95%+ daily capture for 14,000+ employees.
- Revamped performance system, improving transparency and raising employee satisfaction to 85%.

Infosys Limited, India | **Systems Engineer** | June 2013 – November 2014

- Led offshore SAP BI upgrade with zero launch failures and resolved technical issues with 98% satisfaction.
- Delivered tailored SAP BI reports through precise ETL processes and customer data analysis.

EDUCATION

Carnegie Mellon University | Master of Information Systems Management | May 2022

University of Mumbai | MBA, Human Resource Management | BE, Electronics Engineering