JESSICA SAINI

Senior Program Manager | Cloud & Enterprise Software Delivery | Operational Excellence

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PROFESSIONAL SUMMARY

Senior Program Manager with over a decade of experience delivering enterprise software for utility clients, from hands-on development to product management to program leadership. Led the company's first cloud-native release across 100+ stakeholders, built the delivery governance that kept it on time, and reduced manual and custom client work through automated workflows. Skilled at aligning multi-region engineering, product, and customer-facing teams on priorities, dependencies, and outcomes.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Program & Delivery Management:** release management, operational readiness, program governance, roadmaps, milestone planning, dependency and risk management, resource planning, retrospectives
- **Cloud & Operations:** cloud migration, cloud deployment automation, Microsoft Azure, Azure Kubernetes Service (AKS), incident and defect management, SLA reporting, production troubleshooting
- **Leadership & Stakeholder Engagement:** stakeholder alignment, cross-functional execution, multi-region team coordination, user-centred product redesign, team mentorship
- **Technical & Tools:** enterprise APIs, system integrations, SAP EPPM, IFS Cloud, event-driven architecture, automation with Azure AI Foundry, automated testing, Jira, Azure DevOps (ADO), GitHub, MS Project, Agile/Scrum

WORK EXPERIENCE

Senior Program Manager | IFS Copperleaf (Full-time) Sep 2024 - Sep 2026

- Delivered the company's first cloud-native release on time (May 28, 2026), its highest-risk release to date, by designing and running the monthly Go-To-Operations (GTO) process across R&D, program management, unified support, customer experience, and customer success, surfacing and clearing hundreds of cross-team blockers such as missing documentation
- Established a repeatable delivery governance model, with clear owners and points of contact to remove cross-team friction, that let customers begin testing and plan 50+ upgrades to the shared cloud platform and was reused for the next release
- Enabled customers with legacy extensions to be onboarded to the cloud version and plan their upgrades by program managing the development of an AI-driven migration machine to migrate 400 legacy client extensions to the modernized solution
- Modernized client delivery by leading implementation of Foresight Automate event triggers using Azure AI Foundry, replacing manual and one-off custom solutions with automated workflows and reducing dependence on custom client development
- Accelerated critical enterprise integration programs following a $1B acquisition, leading 20+ engineering resources across Canada, the UK, and Sri Lanka to align API deployments and dependencies, unlocking millions in joint enterprise pipeline and strategic opportunities
- Met defect SLAs for P1, P2, and customer-reported bugs by owning a weekly QA report that flagged cross-team trends and at-risk items and drove action with Engineering and Product; triaged and routed customer incidents on the new cloud platform to Engineering while Support ramped up

- Improved Azure cloud deployment execution by program managing AKS deployment automation backlogs, priorities, dependencies, and schedules, protecting engineering capacity while supporting cloud platform scaling
- Delivered complex enterprise integrations to clients by coordinating resource acquisition, technical discovery, design, development, and milestones for SAP EPPM and IFS Cloud integration programs using MS Project
- Achieved enterprise architectural compliance by leading the program required to obtain SAP Clean Core certification for the SAP EPPM Connector (IFS Asset Investment Planning), coordinating technical and business stakeholders through certification requirements

Product Manager | IFS Copperleaf (Full-time) Nov 2019 - Sep 2024

- Led the revamp of the entire product's look, feel, and navigation, replacing an outdated interface with a harmonized experience through extensive user testing and close work with designers, coordinating multiple teams to deliver it
- Achieved a Technology Acceptance Model (TAM) score of 85 by delivering a unified interface featuring machine learning insights, directly resolving client data cleansing pain points
- Slashed support overhead and reduced client data entry time from hours to minutes by launching a streamlined cost estimation solution backed by a go-to-market strategy
- Accelerated feature adoption by championing MVP delivery models, providing clients with early access and iterating based on real-world feedback

Software Developer | IFS Copperleaf (Full-time) Jun 2016 - Nov 2019

- Designed and maintained core software solutions for enterprise integrations across UI and back-end components, ensuring robust application performance
- Steered feature prioritization and product refinements by partnering in cross-functional planning sessions and analyzing direct customer feedback
- Ensured application stability during pivotal launch phases by leading troubleshooting efforts, automated testing, and code reviews

Software Developer (Co-op) | Saab Technologies (Full-time) Jan 2015 - Aug 2015

- Contributed to the software development lifecycle by coding, debugging, and testing core features for maritime and logistics software systems

EDUCATION & CERTIFICATIONS

Computer Systems Technology Diploma | BCIT Jan 2014 - May 2016
PMP (In Progress) | Project Management Institute 2026
Women in Leadership | Cornell University 2024
Product Management Certification Level I | Pragmatic Institute 2021
Certified Scrum Product Owner | Scrum Alliance 2020