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Top Skills

Jira

Smartsheet

Artificial Intelligence (AI)

Certifications

Certified Scrum Master (Agile)

Selling to Executives

Managing Technical Professionals

Kshitija Niyogi

Sr. Technical Program Manager
San Francisco Bay Area

Summary

With almost an year as a Leader Technical Program Manager at a Stealth Startup, my focus is on driving cross-functional collaboration to enable the successful development and go-to-market launches of AI voice applications. I leverage my expertise in technical program management and agile methodologies to align product and engineering teams toward delivering impactful MVPs.

My career spans multiple leadership roles, including over three years at Dropbox, where I managed large-scale cross-functional programs that impacted the engineering organization. My proficiency in analytical skills, business process improvement, and adaptability enables me to effectively navigate complex technical landscapes. Through my work, I strive to foster innovation, streamline processes, and lead teams to achieve strategic outcomes.

Experience

Stealth Startup

Leader Technical Program Management

May 2025 - Present (10 months)

SFO

Technical Program Manager for AI voice applications, working cross-functionally with product and engineering teams to enable MVP & Successful go-to-market launches.

Dropbox

Sr. Technical Program Manager (Product & Engineering)

May 2022 - May 2025 (3 years 1 month)

San Francisco Bay Area

Technical Program Manager for the Platform Engineering organization focused on large cross-functional programs that impact almost all of engineering at Dropbox. Partnered closely with product management, engineering managers, and other technical program managers to execute and align on programs.

Daily Activities:

-Lead multiple cross-functional programs in collaboration with technical teams (including product, engineering, UI/UX, compliance, legal, data science, etc.) with a focus on building a scalable, reliable, and secure platform & infrastructure foundation.

I leveraged deep technical domain expertise to drive technical strategy, planning, and execution with engineering partners.

Drove engagement with partners & worked to decompose requirements into technical execution plans with multiple engineering teams, track progress towards goals, and report status to the product, customers, and technical leadership.

Championed breaking out OKRs into measurable milestones while proactively managing risks, blockers, and delays.

Managed cross-functional dependencies, risks, and changes effectively by optimizing scope, schedule, and resources accordingly.

Developed these skills while incorporating this role

-Partner with multiple cross-functional teams to define technical strategy and requirements

experienced and enjoyed orchestrating programs with many moving parts
ability to identify gaps in solutions, debate technical approaches and weigh in on product vs. technology tradeoffs

Get my hands dirty, pulling data to provide insight, debug issues, and monitor system health

helped with a data-driven mindset in your decision-making

worked with cloud infrastructure, engineering productivity

1. <https://dropbox.gcs-web.com/news-releases/news-release-details/dropbox-2024-spring-release-introducing-seamless-end-end>

2. <https://help.dropbox.com/security/how-security-works>

3. <https://help.dropbox.com/security/advanced-encryption>

Pure Storage

Sr. Technical Program Manager (Products & Engineering)

June 2020 - August 2022 (2 years 3 months)

Mountain View, California, United States

- Define vision and strategy for Flashblade NPI (On Prem Storage Platform)
- Lead multiple cross-functional teams from SW,HW, Manufacturing, Product Management, Legal, Security,Finance, Sales, and Development for the successful global commercial release of Flashblade NPI

- Segment and prioritize requirements, define roadmaps through direct cross team interaction
- Driving cross-functional teams such as: UX, Product Line groups, Legal and Sales & Marketing to establish the framework commercial release of the next generation of Flashblade

Cisco

Sr Program Manager (Nx-OS, Switching)

April 2019 - June 2020 (1 year 3 months)

San Jose

Working with NX-OS Standalone Operations team for a proactive and driven SR Program

Manager role to run and lead key programs across the Standalone DC Switching portfolio.

Responsible for,

End-to-end release planning, execution, and delivery a software release, Setting up quality criteria for all releases, Participates in medium to high complexity aspects of a release, Own/Manage gate reviews (EC, DC, FCS RR), Define and drive Quality Plan/Goals, Interacts with Senior Management for project status to drive decision-making processes. Influence DEs and DTs to deliver features in a timely manner, Set and implement program and quality priorities.

Apple

IT Program Manager (CCTech Voice IS&T) via Infogain

February 2017 - April 2019 (2 years 3 months)

United States

Managed Multiple IVR /Voice Projects for Apple Care Portfolio.

The position of IT/PMO Manager - Managed and lead engineering teams responsible for Apple's Global Contact Center Voice Environment. The hands-on position involved in budgeting, requirements analysis, functional and technical design discussions, testing, proof-of-concept, and working with business and technical teams.

- Managed complex backend infrastructure projects.
- Strong cross-functional partnerships and leadership skills.
- Built and launched large-scale distributed systems, including working with data centers

- Worked on distributed systems, design and implementation of highly available, quickly scalable, and extremely stable systems
- Worked on building and managing the highly skilled team of distributed systems engineers.
- Executed Projects with full development lifecycle, developing detailed technical designs, and implementation.

Adobe - via Accenture

IT Project Manager (PSA , FF & Salesforce Implementation)

February 2016 - February 2017 (1 year 1 month)

San Francisco Bay Area

Project -- ERP /PSA - Implementation

Service Delivery IT PM- responsible for driving the IT aspects of a SFDC / Financial Force ERP Implementation.

Technologies used in this program are Salesforce, Financial force PSA implementation, Oracle, Snap logic.

Scrum Master for the Agile Projects – Performing Scrum Ceremonies (Sprint Planning, Daily Scrum, Scrum Closure, Scrum Retrospective)

Planning a Release/ Scrums for the Point Releases.

Planning the Milestone's for the Release.

Plan and coordinate UAT and SIT.

Release Readiness and Normalization.

Scrum meetings / issue & risk resolution / Facilitating Status Meetings etc

Managing the end to End Delivery for the Implementation.

Accenture

4 years 3 months

IT Project /Program Manager - Cisco Systems

January 2015 - January 2016 (1 year 1 month)

San Jose, CA

Project: Platform Stabilization:

Service Delivery for Salesforce Service Cloud [Case Management] IT PM for 3 Projects - Performed the role of IT Project Manager responsible for driving the IT aspects of a technical integration release.

Team members were both Accenture and Client, in the US and India.

Technologies used in this program are SFDC Service Cloud, Java, Oracle, potentially Mulesoft.

Web application development using JSON & XML and API availability.

Understand requirements from business, visualize and come up with high level mockups meeting the vision.

Scrum Master for the Agile Projects – running daily scrums

Planning a Release/ Scrums for the Point Releases.

Planning the Milestone's for the Release.

Plan and coordinate UAT and SIT.

Release Readiness and Normalization.

Scrum meetings / issue & risk resolution / Facilitating Status Meetings etc..

IT Project /Program Manager - HP

September 2012 - December 2014 (2 years 4 months)

Palo Alto, CA

Project: SPT Program

The SPT program has just completed the second release for HP's transformation program.

SPT was the largest Salesforce (Sales Cloud & Service Cloud) transformation program in the world, and has been a highly visible success in innovating HP's delivery process and sales processes.

Release Management and Release co-ordination.

Work with the HP R3 delivery lead and the Accenture program lead

Define IT's delivery with the program schedule

Facilitate cross-track (CRP teams including PRM, OM, Renewals, TM, etc.) linkages and integration

Technical foundation to define and prioritize program critical requirements and milestones

Own follow up tactical actions and next steps out of CRP face to face sessions and integration

Build and maintain visibility to risks, issues, and overall program status

PM skills to facilitate complex cross track integration and distill the chaos into concise actions

Drive the development of functional and technical solution for a CPQ / Quoting Transformation at Hewlett Packard.

Understand the Business Requirements and partner with both Accenture and HP resources to develop and present the functional design.

Work with Development team to develop, implement, and test the technical solution Technical Skills

IT PM - Stanford [Hospital & Clinics]

November 2011 - December 2012 (1 year 2 months)

Palo Alto, CA

Responsible for owning one or many SHC project initiatives (new projects or enhancements).

Worked with Team member to gather/document detailed requirements

Worked directly with vendors to confirm the scope of changes, identify phases, activities and tasks, and estimate the scope of work.

Project then needed to be managed and measured (plan vs. actual)

Program Management, Project Management, Estimating,

Ability to engage with departments in complex discussions,

Requirements gathering and analysis, Sequencing and planning tasks, basic client negotiating skills

Education

Wharton Online

University of Mumbai

Electronics, Bachelor of Engineering

MIT Professional Education

AI, Artificial Intelligence · (September 2025 - March 2026)