

Paresh Vakhariya / Enterprise AI Technical Program and Transformation Leader

AI Strategy, Adoption, Productivity & Intelligent Workflows

San Francisco Bay Area, CA • pareshv23@gmail.com • 408-624-7426 • www.linkedin.com/in/pareshv23

Career Summary

Enterprise AI Program Management executive with 20+ years leading AI platform transformation and cross-functional delivery at Atlassian, PayPal, eBay, and high-growth startups, scaling outcomes to 100M+ users globally.

- At Atlassian, owned the program charter, delivery cadence, and company-wide OKR governance for Confluence's (\$1.5B ARR) AI Agent and workflow automation portfolio across a 70-engineer org, driving 17% engagement growth and 2% incremental subscription revenue through a 100+ test experimentation system, with on-time, on-budget delivery.
- At Sprig, lead AI program planning and governance across three AI agent pods (Design, Field, Synthesize), aligning cross-functional teams to a 65% customer AI usage target while ARR grew from \$9M to \$13M.
- Build the operating models, playbooks, resourcing plans, decision frameworks, and AI tool selection that turn AI capabilities, evaluations, and MCP into shipped initiatives, reporting program success, risks, and outcomes to C-level staff.
- Lead internal AI enablement that drove 60% Claude Code adoption across engineering and design and cut 30% of manual work through a purpose-built AI quality evaluation framework and internal efficiency agents.
- Led extensive M&A integration and external partnerships, from Trello, OpsGenie, and Statuspage at Atlassian to Bill Me Later at PayPal, and drive AI adoption, pricing, and packaging strategy with GTM and Finance, balancing customer goals against cost and a ~70% margin target.

Professional Experience

Sprig (San Francisco, CA)

Jun'2025 – Present

Director of Technical Program Management (AI Strategy & Agent Platform)

- Own AI program charter and quarterly/annual roadmap planning, driving adoption toward a 65% target while ARR grew from \$9M to \$13M during the company's shift to an AI-native platform.
- Coordinate the three AI agent programs (Design, Field, Synthesize) and the Sprig MCP connector, managing dependencies and driving cross-team collaboration across Design, Engineering, and GTM.
- Manage AI cost-versus-quality as the program's top risk, building the mitigation plan behind the team's shift to token-based pricing and packaging without stalling adoption.
- Built the AI Adoption Dashboard for leadership view of the AI strategy, tracking AI-enabled revenue and lifting Langfuse-based AI quality scores from 60% to 80%.

Atlassian (San Francisco, CA)

Aug'2018 – Jun'2025

Director of Technical Program Management (Confluence AI agents and Collaboration)

- Hired and scaled a cross-functional program team of 5 program managers across a 70-engineer team, running the operating cadences and decision forums behind a 2% cross-platform subscription expansion managing company wide OKR initiatives and quarterly roadmap planning.
- Coordinated five concurrent AI workstreams (AI Agents, Rovo Chat, AI Summary, AI Feed, Agent Builder, MCP), driving the cross-team collaboration to ensure timely delivery for Atlassian Team Conferences.
- Led program and integration management for Platform and AI capabilities across the Trello, OpsGenie, and Statuspage M&A, managing integration dependencies and running risk mitigation plans to reach 100M+ end users.
- Owned the AI Quality plan across engineering and design, driving 17% engagement growth and a 90% AI quality benchmark through a 100+ test experimentation system.
- Owned the budget and resource allocation behind four AI monetization phases, premium-tier gating, standalone subscription, broad adoption bundling, and consumption-based credits, managing margin trade-offs against a ~70% AI gross margin target with Finance stakeholders.

UserZoom - now Usertesting (San Jose, CA)

May'2016 – Aug'2018

Director Technical Program Management (Web and Mobile apps)

- Ran the Program management for Eng and UX organizations, driving cross-team collaboration for customer experience modernization that accelerated revenue growth 5% and cut churn 3% while improving GTM execution and ARR growth.

- Led acquisition integration strategy and program management for three companies, managing the cross-company dependencies and change management needed to bring each onto the platform.

Verizon Labs (Incubator) (San Jose, CA)

Nov'2014 – May'2016

Principal/Lead Technical Program Manager (Mobile)

- Ran the end-to-end program for a mobile video streaming app (Go90), running cadence across engineering, content, and monetization work streams from concept through launch which delivered 5M+ installs and 200K DAUs against an ad-based revenue model.

Quixey, search engine for mobile apps (Mountain View, CA)

Nov'2012 – Nov'2014

Director Technical Program Management (Web and Mobile apps UX)

- Ran the program for UX teams behind 0-to-1 B2C launches, driving cross-team collaboration and managing the stakeholder relationship behind an enterprise partnership with Ask.com that reached 75M monthly search queries.

PayPal (San Jose, CA)

Aug'2007 – Nov'2012

Sr. Program Manager, Checkout

- Ran the Checkout modernization program for 100M+ users, managing the cross-team workstream and stakeholder alignment behind the Bill Me Later M&A, lifting BML sign-ups 5% and growing PayPal's share of checkout transactions.
- Managed the dependencies, critical path, and risk mitigation across a multi-country checkout expansion program (UK, FR, DE, AU), tracking \$300M+ in digital transaction growth against the program's benefit-realization target.

Early UX Career

2001–2007

- **PayPal (San Jose, CA)** – Manager, UX Design and Research (PayPal checkout, Financial products, International Payments)
- **eBay (San Jose, CA)** – Sr. UX Design and Research (eBay Seller Tools)
- **Intel (Folsom, CA)** – Sr. UX Design and Research (Wireless networking and ERP)

Education

Clemson University (Clemson, SC)

MS in Industrial Engineering (focus on Human Computer Interaction HCI)

University of Mumbai - VJTI (Mumbai, India)

BE in Industrial Engineering

Skills

AI Program Strategy & Roadmap Ownership, Cross-Program Coordination, Stakeholder & Sponsor Management, Program Governance & Operating Cadence, Risk & Issue/Change Management, Budget & Resource Allocation, Dependency & Critical Path Management, Executive Reporting & Communication, Generative AI, AI Agents, Workflow Intelligence, LLM Cost, AI Quality and Evaluations, Prompt Engineering, AI Metrics, Experimentation, OKR management, Enterprise SaaS, Hiring and Mentoring, AI Pricing and Packaging, Data Strategy, M&A Integration, RACI, RAID, Budget tracking