JAI KAPADIA

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Global Enterprise Operations Leader | Business Operations & Strategy | Product & Design Operations

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"Digitally Enabled, Operationally Optimized"

EXECUTIVE OVERVIEW

Strategic, results-oriented **Global Operations Leader** with over 16 years of experience driving enterprise operational excellence, business strategy, multi-million-dollar financial stewardship, and technology-enabled transformation across top-tier global IT organizations. Proven track record in orchestrating Annual Operating Plans (AOP) up to **$7M**, realizing **$1M+** in direct cost savings, and optimizing cross-functional execution across Product, Design, Engineering, Accessibility, and Marketing ecosystems.

Forward-thinking operator specializing in GenAI enterprise operationalization, having scaled AI toolsets across multi-disciplinary teams to unlock 2.5 FTE equivalent capacity (saving **1,000+** operational hours per quarter) and expanding net organizational bandwidth by **9%**. Expert in global resource capacity planning, cross-border vendor SOW management, zero-based budget optimization, and Jira enterprise workflow architecture. Demonstrated ability to buffer organizations against **25% internal capacity reductions** through self-funded offshore/nearshore vendor augmentation models with zero incremental cost impact to corporate AOP.

CORE EXPERTISE & COMPETENCIES

• **Enterprise & Business Operations:** Global Operating Model Transformation, Annual Operating Plan (AOP) Governance ($7M+), Zero-Based Budgeting, Operational Risk Mitigation, Single-Window Operations Dashboards, C-Suite/ELT Alignment.

• **Strategy & Financial Optimization:** Strategic Resource Allocation, Capital & Operating Expense Realization, Self-Funding Program Governance, Vendor SOW Lifecycle Execution, Procurement & Contract Negotiation, ROI Realization.

• **Product Operations & Agile Governance:** End-to-End Product Development Life Cycle (PDLC) Integration, Jira Enterprise Workflow Architecture, Quality Assurance Checkpoint Integration, Capacity Deficit Mitigation.

• **GenAI & Digital Transformation:** Enterprise GenAI Operationalization (via Claude Pro, ChatGPT, Figma AI), Workflow Automation, Digital Upskilling Programs, Productivity Analytics.

• **Accessibility & Quality Governance:** Product Accessibility Operations, Defect Remediation Workflows, Compliance Tracking, Cross-Functional Quality Audits, Enterprise Risk Abatement.

PROVEN EXECUTIVE PERFORMANCE HIGHLIGHTS

• **$1M+** Enterprise Cost Savings: Optimized multi-million-dollar budgets through vendor consolidation, tooling efficiencies, and geo-optimized staffing models (CornerstoneOnDemand).

• **$500K** Zero-AOP Cost Vendor SOWs: Self-funded $500K in strategic agency SOW engagements by leveraging delayed hiring and budget optimizations.

• **1,000+ Hrs**/Qtr Saved via GenAI: Unlocked 2.5 FTE capacity (+9% net capacity expansion) across Design, Research, Writing, and A11y orgs through GenAI tooling deployment.

• **25% Headcount Deficit Mitigation**: Maintained 100% delivery velocity across core AI workstreams during severe capacity reductions.

• **200%+** Accessibility Defect Closure: Embedded mandatory A11y QA checkpoints into Jira PDLC workflows, preventing post-release software defects.

• **$1M** EOL Cost Reduction: Oversaw End-of-Life online platform operations, eliminating 50,000 legacy errors and reducing platform risk by 95% (Dell Technologies).

PROFESSIONAL EXPERIENCE

CORNERSTONEONDEMAND | *Lead Design, Accessibility & Business Operations (2024 – Present)*

Direct global business operations, financial stewardship, resource allocation, and workflow governance across Product Design, User Research, UX Writing, Design Systems, Accessibility, and Product Management ecosystems. Oversee the strategic optimization of a **$7M Annual Operating Plan (AOP)**. Function as central operational leader driving cross-functional alignment across Product Development Life Cycles (PDLC), Executive Leadership Team (ELT) reporting, and global vendor agency management.

Key Accomplishments & Deliverables:

• Strategic Financial Governance & Self-Funding: Spearheaded zero-incremental-AOP financial strategy, self-funding $500,000 in global agency SOW expenditures by optimizing operating expenses and coordinating delayed hiring schedules with FP&A. Self-funded $45,000 to procure Figma Make enterprise licenses for global Product Management org.
• Global Capacity Mitigation & Vendor Management: Buffered organization against a **25% internal capacity reduction** (48 to 36 design headcount) without delivery delays across strategic product initiatives. Executed SOW contracts and contractor onboarding for specialized agency partners in India and Europe, integrating 5 dedicated offshore/nearshore designers into active PDLC sprints.
• GenAI Enterprise Operationalization: Scaled Generative AI tool adoption (Claude Pro, ChatGPT, Figma AI, Gemini Pro, Axe Dev Tools) across UX, Research, Writing teams. Validated **1,000+** operational hours saved per quarter, unlocking **2.5 FTE** capacity (+9% net bandwidth expansion). Established skilling sessions, delivering 20+ design learning sessions to 2000+ global participants.
• Enterprise Process Standardization & Workflow Governance: Designed and deployed unified Jira Design Story workflow across JIRA IT, PMO, Product, and Engineering, establishing a single source of truth. Engineered a single-window operational dashboard unifying design execution, design review, and design QA ticket analytics, eliminating manual tracking over email and chat. Achieved **200%+** increase in accessibility defect closures.
• Organizational Engagement: Led monthly Global Townhalls focused on operational transparency, strategic alignment, and recognition, significantly lifting team engagement scores during corporate restructuring.

MHG TECHNOLOGIES | *Investor & Strategic Business Advisor (2019 – 2024)*
• Advised leadership on business model scalability, go-to-market strategies, operational risk management, and capital allocation for enterprise ventures.
• Directed investor outreach programs, talent acquisition frameworks, and corporate event roadshows to support growth trajectories.

FINANCIAL INVESTOR & INDEPENDENT TRADER | Equity & Derivatives Trader (2019 – 2024)
• Designed and executed quantitative technical investment strategies, managing portfolio capital risk and generating consistent annualized returns of 30-35% through disciplined risk-reward governance.

DELL TECHNOLOGIES | *Advisor, End-of-Life (EOL) Enterprise Operations (2015 – 2016)*
• Led operations taskforce orchestrating global End-of-Life product decommissioning across Dell.com enterprise infrastructure, delivering $1M in net cost savings.
• Spearheaded emergency operations initiative identifying and eradicating over 50,000 orphan legacy web pages, reducing operational platform errors by 95%.

TIRAMISU NEW MEDIA | *Principal Marketing & Growth Consultant (2013 – 2019)*
• Provided executive strategic counsel to high-growth ventures, steering digital marketing transformation and media spend optimization.
• Formulated digital go-to-market strategies for Future Lifestyle Retail, driving 10X Return on Ad Spend (ROAS) and scaling digital media investments by 300X.

SYNAPSE INFORMATION SERVICES | *Senior Project Manager (2012)*
• Managed contract negotiations, client SOWs, vendor procurement, and project financial tracking for tier-one corporate accounts (Cleartrip, CtrlS, Kotak).

AVANT GARAGE | *Co-Founder & Head of Business Operations (2008 – 2012)*
• Co-founded and managed business operations, financial forecasting, client acquisition, and service delivery for a digital strategy agency.

DELL TECHNOLOGIES | *Manager, Online Demand Generation (ODG) (2007 – 2008)*
• Managed $1M+ digital advertising budget, delivering 100% YoY website traffic growth and 30% YoY increase in online order volume. Received Dell Quarterly Performance Award.

ING INSURANCE & ITC INFOTECH | *Interactive Marketing Lead / Corporate Communications Executive (2003 – 2007)*

• Executed online brand strategies and launched India's first mobile insurance application at ING Insurance.

EDUCATION & CREDENTIALS

• Bachelor of Engineering (B.E.) in Mechanical Engineering | Bangalore Institute of Technology (BIT), Bangalore, India (1999 – 2003)