UDIT SEHGAL

Technical Product Owner / Technology Delivery Manager
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SUMMARY

Technical Product Owner / Technology Delivery Manager with 12+ years delivering enterprise software across Telecom, Healthcare, FinTech, and Railroad — $2B+ of technical products delivered, serving a 500M+ US audience. Proven managing $20M–$200M portfolios and cross-functional teams of 5–135 across 12–15 domains; led and mentored teams of 8–10 Product Owners/Product Managers. Deployed Conversational AI at enterprise scale (T-Mobile IVR, CARE, and chat). SAFe-certified; recognized at T-Mobile VP steering-committee level for driving stalled programs to completion. Now also a hands-on AI-automation builder and agency founder.

CORE SKILLS

SAFe Agile · Scrum · PI Planning · Portfolio & Program Management · Product Roadmaps · Backlog Management · Release Management · Stakeholder & Vendor Management · Regulatory Compliance (FCC, CA, TX) · Conversational AI / IVR Design · LLM Orchestration · Agentic AI · RAG · n8n · Make.com · Solution Architecture · REST/Microservices · CI/CD · Atlassian (JIRA, JIRA Align, Confluence) · Azure (DevOps) · Adobe (Experience Manager/AEM, Analytics) · Power BI · Cloudflare · Postgres · Python

EXPERIENCE

Founder & AI Architect — Million Automations *(Mar 2024–Present)*

- Architect and ship client-facing AI systems end-to-end — AI receptionists, voice/chat assistants, content and review-management automation — translating complex AI capability into each client's highest-impact workflows.
- Built an AI-powered inbound calling assistant (call answering, lead capture, scheduling) with AI-driven urgency detection, call summarization, and structured CRM data extraction; also built a GoHighLevel-based AI receptionist and AI chat for a real-estate client vertical.
- Build and solo-operate a production automation fleet — 250+ workflows across 6 business entities running 280K+ executions per month at 99.1% measured success — on self-hosted infrastructure with custom watchdog, error-alerting, and observability safeguards.
- Built a governed multi-model LLM routing layer (budget-controlled model tiering), a multi-brand lead-pipeline CRM (Cloudflare Pages + Neon Postgres), and a real-time observability dashboard; deployed HighLevel as core CRM with full pipeline, booking, invoicing, and campaign automation.
- Also engineered the full operating stack for a co-founded furnished-housing business (Angel Light Home Solutions): automated lead pipeline unifying 5 booking channels into one CRM, synced-listing marketing site, and multi-entity automated books.

Technical Portfolio Product Owner (Metro) — Concentrix / T-Mobile *(May 2023–Mar 2026)*

- One of 3 Technical Portfolio Product Owners for T-Mobile's Prepaid brands (Metro, Assurance Wireless) — orchestrated $20M–$200M technical programs across web, app, retail, care, IVR, middleware, and backend; FCC, CA, and TX mandate compliance on BYOD, Accessories, and Discover-card initiatives.
- Led deployment of Conversational AI inside T-Mobile's IVR and CARE channels — defining intents, flows, and automation routing — and a Conversational AI chatbot (Microsoft Dynamics 365) replacing the legacy web + app chat.
- Led and mentored a team of 8–10 Product Owners/Product Managers; managed multiple Program Increments with up to 135 contributors across 12–15 domains.
- Recognized at T-Mobile's VP Steering Committee for "an immediate and sustained flow of momentum that was able to drive the project to conclusion" — holding organizations accountable while maintaining long-term cross-org harmony.

Delivery Manager — Concentrix Catalyst / Charter Communications *(Oct 2021–May 2023)*

- Led 15 engineers building the SAAF test-automation UI across 24 sprints / 3 PIs (live in 8 months incl. UAT certification); consolidated two homegrown automation platforms (BOLT/UTAP) with CI/CD integration.
- Built an RPA + AI-driven browser automation system (Selenium, BrowserStack) years before AI tooling went mainstream, giving QA reliable, self-healing UI test coverage — reduced team friction by absorbing the automation burden from a severely overloaded QA team that had been working weekends to protect timelines, letting the enterprise scale its build effort without adding QA headcount.

- Owned project financials and profit margins for the engagement portfolio and managed employee retention across the delivery team.

Principal Product Manager — CommonSpirit Health *(Mar 2019–Sept 2021)*

- Scaled CHI Digital Services to 5 SAFe Release Trains (20–80 members) through COVID-19; managed and delivered 20+ projects in 2 years across Program Increments, Epics, and Features.
- Led migration of 30,000+ web pages into Adobe AEM across 100+ releases; grew platform adoption 20 → 180+ users; shipped an AI-powered patient-facing chatbot for COVID rapid response in 2 days.

Technical Product Owner, Solutions Architecture — InComm Payments *(Oct 2017–Mar 2019)*

- Architected the end-to-end AMEX prepaid integration — card ordering, production, activation, transaction processing, network interchange, customer care (web + IVR), fraud management, and bank/legal compliance.
- SME for Secure Pay via Mobile Wallet Tokenization (Apple Pay / Google Pay / NFC wearables); designed the Simon Malls merchant-integration architecture for the AMEX merger; helped build C-level Tableau / Splunk dashboards from data marts.

Sr. Business Systems Analyst / Product Owner — Union Pacific Railroad *(Mar 2014–May 2017)*

- Owned a mission-critical, 99.999%-available system managing 70,000+ Positive Train Control assets at 1.4M messages/day; delivered the government-mandated PTC program across 6 iterative releases in 2 years.
- Led full project lifecycle across Engineering, Dispatch, Wayside, and Help-Desk groups; authored BRDs, FSDs, and use-case models; product authority for an offshore development team.

SELECTED PROJECTS

- **Financial Transparency & Back-Office Automation** — a real-time "Control Room" observability dashboard (uptime, run/failure rates, token spend) and a governed multi-model LLM router with budget controls, running 250+ production workflows for a 6-entity business.
- **Document Automation & Lead Machine** — an AI document-intelligence pipeline turning unstructured financial documents into structured records, and a multi-brand lead-pipeline CRM (Cloudflare Pages + Neon Postgres) unifying inbound leads across channels.

EARLIER EXPERIENCE

- **Product Owner / Manager — Northern Natural Gas** — (Jun–Oct 2017) Agile releases, iteration planning, NAESB standards and regulatory compliance.
- **Technical Project Manager — University of West Georgia** — (Aug 2012–Dec 2013) D2L LMS rollout, faculty training, digital course design for remote learning.
- **IT Communications Manager — CHILDLINE India Foundation** — (Jun 2011–Jun 2012) automated Web 2.0 platforms; 300% follower growth, 35K monthly site visits.
- **Campaign Manager — Windchimes Communications** — (Jan–May 2011) multi-channel web campaigns with monthly KPI reporting.
- **Project Coordinator — Picasso Animation College** — (Jun 2009–Dec 2010) website redesign from requirements through delivery.

EDUCATION

- **MBA, Computer Science major** — University of West Georgia, USA (2012–2013).
- **Bachelor's + Advanced Diploma, Business, Management & Marketing** — University of Mumbai, India (2007–2010).

CERTIFICATIONS

- **Scaled Scrum Master Certified (SSMC)** — Scaled Agile, Inc. (2023).
- **Adobe Certified Expert (ACE)** — Adobe (2022).
- **Certified SAFe 5 Product Owner/Product Manager** — Scaled Agile, Inc. (2021).
- **Certified SAFe 4 Practitioner** — Scaled Agile, Inc. (2020).
- **CSPO + CSM — lapsed** — Scrum Alliance (2016).