

Vandhana Srinivasan

Digital Transformation and Technology Leader

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Strategic Digital Transformation and Technology leader with 17+ years of experience leading enterprise-scale Technology portfolios, AI-driven innovation, and emerging technology adoption across 40+ countries and 15,000 users. Proven track record of modernizing business-critical platforms through intelligent automation, data and analytics, and cloud technologies in highly regulated environments. Trusted partner to executive leadership in driving technology strategy, governance, risk management, compliance, and operational excellence. Passionate about adopting emerging technologies to drive mission-focused impact. Recognized for building high-performing global teams, leading complex cross-functional initiatives, delivering scalable, customer-centric technology solutions.

Seeking a senior Leadership role to shape enterprise strategy, accelerate emerging and AI technology adoption, modernize operational capabilities, and build resilient, high-performing teams through coaching, empowerment, trust, inclusion, and a growth mindset.

Core Competencies

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| • Cross-functional & Global Team Leadership | • Strategic Planning & Execution | • Governance, Compliance & Internal controls | • Budgeting & Financial Planning |
| • Executive & Steering Committee Leadership | • Operational resilience & Continuous improvement | • Change Management & Organizational Adoption | • Vendor & Partner Management |
| • Mentorship & Coaching | • Technology Strategy & Modernization | • Enterprise AI strategy & automation | • Enterprise portfolio governance |
| • A growth mindset | | | |

Technical and Delivery Skills

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| • Agile, Hybrid & Waterfall Delivery | • Program Increment (PI) Planning | • Cloud & Enterprise Architecture | • Atlassian Suite (Jira, Jira Service Management, Confluence) |
| • PMP & ITIL4 Service Management Practices | • DevOps Practices | • Performance Monitoring | • Enterprise Platforms (Salesforce, Workday, Deltek Costpoint ERP) |
| • Vendor & Contract Management | • Business Process Optimization | • Process Optimization & Automation | |
| • Governance & Control frameworks | • Security Governance & risk management | • Data Analytics, KPI, executive reporting | |

Awards and Certifications

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| • Noticing Outstanding Winner
Four times winner of the "Noticing Outstanding Winner" (NOW) award for exceptional work at FHI 360 | • Agile Projects Leadership |
| • Project Management Professional (PMP) | • Mastering hybrid approaches for projects |
| • ITIL 4 Foundation | • Confluence for Teams- Atlassian |
| • Management Skills training | • Currently In-progress certifications AZ-900 (Microsoft Azure Fundamentals) and AI-900 (Microsoft Azure AI Fundamentals) |

Leadership and Advisory Experience

- **Volunteer Board Member- Down Syndrome Association of Northern Virginia**
Provide strategic oversight and governance to advance the Organization's mission and long-term sustainability while championing initiatives that foster inclusion, community impact, and Organization excellence.
- **Young Professionals Peer Advisory Board member, Future Point of View**
Collaborate with cross-industry leaders to exchange insights into AI, emerging technologies, and future-ready leadership.

Experience

Associate Director, Technology, FHI 360

Jul 2014 to Present

Senior leader accountable for global enterprise platforms operations and governance across 40+ countries and overseeing strategy, governance, funding, delivery, and operational transition across multiple business-critical initiatives. Partner closely with executive stakeholders to strengthen governance, technology risk management, operational resilience and ensure benefits realization aligned to organizational strategy. Lead and mentor globally distributed, cross-functional teams, fostering a culture of accountability, collaboration, and continuous improvement.

Key achievements:

- Spearheaded the Jira Service management launch in 40 countries to fulfill service delivery requests that improved ticket resolution time by 35%, shifting 70% of requests to self-service and achieving customer satisfaction score (CSAT) 4.5/5. Established global governance project management standards improving process consistency, collaboration, reporting visibility resulting in \$1M in cost savings streamlining product portfolio and eliminating systems overlap.
- Pioneered the IT knowledge management platform supporting over 4000 staff across 32 countries reducing service ticket volume by 30% through self-service enablement and improved knowledge accessibility meeting compliance and audit needs.
- Led Salesforce CRM strategy and adoption, increasing lead conversion by 30%, improving data accuracy by 20%, and enabling automated win-rate analytics for executive decision-making significantly enhancing the organization's ability to secure competitive business.
- Enabled AI-driven transformation across service management, customer engagement, and internal knowledge platforms, improving operational efficiency strengthening governance and enabling better user experience. Member of the AI lab shaping FHI 360's vision, collaborating with leaders to shape AI strategy, identifying high value business cases, and promoting responsible AI adoption aligned with Organization's strategy and vision.
- On boarded 20 countries onto CostPoint ERP timekeeping within an accelerated 90 days' timeline, achieving 80% automation strengthening auditing and compliance guidelines.
- Established IAM, SSO and MFA across Salesforce and Atlassian ecosystems to strengthen enterprise security.
- Expert in vendor selection, contract negotiation, RFP process, and performance management for enterprise platforms. Negotiated a 27% volume discount and fixed cap price increase on a 3-year contract, saving \$300K on licensing. Skilled in identifying cost-saving opportunities and optimizing resource usage.
- Serve as executive point of escalation for enterprise risk, issues, controls and change management, ensuring timely decision-making, risk mitigation, and transparent communication to senior leadership.

Lead Business Analyst, Salient CRGT (FDA Client)

Sep 2011 to Jul 2014

Delivered regulated IT solutions for Food and Drug Administration, supporting compliance-driven systems and data transparency initiatives. Played a key role in transitioning the organization from Waterfall to Agile delivery models.

Key achievements:

- Led the implementation of confidential research tracking system, strengthening data governance, security controls, and regulatory compliance and operational oversight while reducing the risk of data breaches and unauthorized access.
- Automated publication of FDA recall data, enhancing regulatory, public transparency, data integrity and real-time information access.
- Spearheaded the metrics and analytics initiative for the Office of Regulatory Affairs, utilizing Google Analytics for better decision-making, compliance monitoring, and data-driven reporting.
- Functioned as scrum master for the responsive design implementation of fda.gov that improved customer engagement, while ensuring alignment with governance standards and compliance requirements.

Business Analyst, I Scope Technology

Jul 2009 to Jul 2011

Key achievements:

- Worked with cross-functional teams to deliver an agile-based enterprise document management solution, driving process optimization, stakeholder alignment, and on-time delivery of scalable business capabilities.

Business Analyst, Hiring Dynamics

May 2008 to Jan 2009

Key achievements:

- Executed a large-scale legacy data migration to SQL Server, improving system performance, data integrity, and operational reliability while minimizing business disruption.

Education

Post Graduate diploma in Business Administration, Jun 2006

Symbiosis center for distant Learning, India

Bachelor of Science, Jun 2003

SRM Arts and Science college, India