Vipul V Suresh

+1 (815) 329-4856 | vipulvs.1995@gmail.com | linkedin.com/in/svip

SUMMARY

Program Manager with 7+ years of work experience, including 4+ years in technical program leadership on PTC's SaaS platform. Skilled in stakeholder management, cloud platform operations, disaster recovery (DR), incident management, security and compliance (SOC 2, accessibility/VPAT, penetration testing, cybersecurity risk assessments), SDLC transformation, business process automation, and cross-functional governance across Product, Engineering, Security, and QA. Well versed in AI (ML, Neural Networks, and Deep Learning).

WORK EXPERIENCE

PTC Inc. | Program Manager | St. Petersburg, FL (Remote) **Jul 2022 – Nov 2026**

- Led 8 technical programs across the PTC SaaS platform, partnering with program sponsors and stakeholders in Product Management, Engineering, UX, Security, Compliance, Operations, QA, Finance, and IT to set goals, prioritize deliverables, and drive execution.
- Drove platform-wide disaster recovery (DR) planning across 9 service and product teams, defining recovery strategies, service dependency analysis, runbooks, ownership, and RTO/RPO targets, and validating them through annual DR drills.
- Initiated and managed a technical program to build a multi-region active-active failover proof of concept to improve availability against a 99.5% SLA, with production RTO projected to fall within 4 hours.
- Redesigned the platform incident management workflow and playbooks end to end, from discovery through postmortem, integrating PagerDuty, Datadog, Slack, and Statuspage to meet technical support SLOs. This led to a dedicated SRE team for Level 2 support, with MTTR projected to drop by at least 70%.
- Managed the migration from legacy authorization to Product-Specific Roles, coordinating platform and product teams through role-based access control (RBAC) adoption, API/integration readiness, phased rollout, and retirement of legacy access-control capabilities.
- Supported SOC 2 attestation for products deployed on the SaaS platform, coordinating readiness, evidence collection, and remediation planning across Engineering, Security, Compliance, and external stakeholders.
- Facilitated annual penetration testing of Azure infrastructure, back-end, front-end, and analytics services, and drove remediation of security vulnerabilities found through API, network security, and cloud configuration testing.
- Led periodic cybersecurity risk assessments of the SaaS platform against NIST, CSA CCM, and OWASP frameworks to prioritize risks for remediation.
- Spearheaded WCAG 2.1 accessibility compliance for Platform UI and Design Components, producing the first-ever VPAT/ACR. Shifted validation left into development, QA, and release planning through Deque-based automated testing, projected to catch ~60% of defects, plus targeted manual and screen-reader testing.
- Standardized SDLC and release planning across dev teams, building Initiative-to-Story traceability in Jira Advanced Roadmaps and Atlassian Analytics to improve dependency management and release readiness.
- Owned weekly Scrum of Scrums reviews with R&D team leads and Product Management, giving VPs and Directors visibility into roadmap progress, driving mitigation of blockers and delivery risks, and holding stakeholders accountable.
- Built automations for recurring manual operations, including access reviews, offboarding tickets, SOC 2 evidence collection, and new feature requests, using Power Automate, genAI tooling, Atlassian Automation, and Slack Workflows.
- Authored an estimated 30 process documents covering service/API management, incident response, change management, vulnerability management, policy exception, and standardized access reviews for developer tools.

Northeastern University | Graduate Teaching Assistant | Boston, MA **Sep 2021 – Dec 2021**

- Mentored 29 students on coursework and projects for IE7615 Neural Networks & Deep Learning.

Mata Inventive | AI Product Development Engineer Co-op | San Diego, CA (Remote) **Feb 2021 – Aug 2021**

- Conducted user research to identify manufacturing inefficiencies and developed Industry 4.0 strategies to improve operational KPIs.
- Developed edge data acquisition (DAQ) to stream process-level data for real-time analytics and monitored quality and performance KPIs in Power BI.
- Developed ML models trained on historical and simulated process data, predicting injection molding throughput with up to 86% accuracy.

Amazon | Senior Investigations Specialist (Level 4) | Bangalore, India **Oct 2018 – Jun 2019**

- Served as SME on data annotation workflow design aimed at manual defect mitigation, reducing the false positive rate by 12%.
- Oversaw resource allocation across cross-functional workflows with varied SLAs (2 to 12 hours) to maintain on-time order approval.

Amazon | Transaction Risk Investigator (Level 3) | Bangalore, India **Dec 2016 – Sep 2018**

- Served as SME on SOP amendment, QA, and KPI improvement drives, reducing a process-level KPI by 250 basis points.
- Analyzed over 70K buyer accounts using pattern analysis to identify payment fraud, resulting in overall savings of $300K.
- Executed root cause analysis deep dives and reported Fraud AI system false positives worth $60K to the Risk Mining Team.

Schneider Electric | Process Improvement Intern | Bangalore, India **Nov 2014 – Mar 2015**

- Diagnosed material flow bottlenecks and proposed Value Stream Map changes, increasing daily output by 4%.
- Conducted work-study and ergonomics Gemba walks to advocate scalable changes, with a projected 17% reduction in takt time.

SKILLS

- **AI & Automation:** Process Automation with AI (Claude, Copilot, Rovo), Agentic AI Workflows, AI-Assisted Development Tools (Claude Code), Neural Networks & Deep Learning, Machine Learning
- **Program & Compliance:** Technical Program Management, Disaster Recovery, SOC 2, VPAT/ACR, Risk Management, Incident Management, Penetration Testing, Vulnerability Management, Stakeholder Management, SDLC
- **Tools:** Jira, Confluence, Atlassian Analytics, Microsoft Azure, Microsoft Power Automate, PagerDuty, Tableau, Power BI, Miro, Balsamiq, VS Code, Microsoft Office Suite (Excel, Project), SolidWorks, CATIA
- **Programming & Data:** Python, R, Bash/CLIs, Node-RED, MySQL, PostgreSQL, MongoDB, Snowflake, REST APIs
- **Frameworks:** Agile, SAFe, Kanban, Scrum, Six Sigma, Kaizen, IIoT, NIST, Cloud Security Alliance (CSA), OWASP

EDUCATION

Master of Science, Industrial Engineering **Sep 2019 – Dec 2021**

Northeastern University, Boston, MA | GPA: 3.71/4.0

Courses: Product/Project Management, Digital Product Development, Data Mining, Database Management for Analytics

Bachelor of Engineering, Industrial & Production Engineering **Sep 2012 – May 2016**

The National Institute of Engineering (NIE), Mysore, India | GPA: 8.67/10

Extracurricular: Member of SAE Baja, Captain of Swim and Archery Team

LEADERSHIP EXPERIENCE

Co-founder & Vice President | Lean Endeavors Club, Northeastern University **Apr 2020 – Nov 2021**

- Organized 6 Lean workshops and webinars with industry leaders for 110+ Northeastern University student members.

President & Student Coordinator | Student Council, NIE **May 2015 – May 2016**

- Led a team of 31 leaders across 14 committees to organize a 3-day techno-cultural event with 8K+ attendees.

ACADEMIC PROJECTS

Vibe Coding: Floodriskprep.com **Nov 2026 – Present**

- Productized an idea to address the risks associated with urban flooding caused by weather anomalies, hosting a production ready service in 36 hours using Claude Code

Database Management for Analytics: MedsDeliver Database **Sep 2021 – Dec 2021**

- Implemented SQL and NoSQL databases and connected them to front-end analytics tools using Python, R, and Tableau.

Digital Product Development: OneSchool App **Sep 2020 – Dec 2020**

- Led a team of 4 to develop a prototype for a centralized educational platform with a potential market worth $40M, creating personas for 3 user segments, drafting PRD and MRD documents, and building UI/UX mockups in Balsamiq.

Neural Networks & Deep Learning: Thermal Image Semantic Segmentation **Sep 2020 – Dec 2020**

- Trained a UNet model in Jupyter Notebook for semantic segmentation of IR images from the university's ADAS dataset, achieving a binary cross-entropy loss of 0.118.

Project Management: The Monday **Jan 2020 – Apr 2020**

- Drafted a project organization and implementation plan (IDEF0 model, WBS, Gantt chart, PERT, RACI, stakeholder matrix) for an AI/ML-backed smart home assistant product with a target budget of $2M.