KALPANA VEMULAPALLI

TECHNICAL PROGRAM MANAGEMENT & AI DELIVERY LEADER

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EXECUTIVE PROFILE

Kalpana Vemulapalli is a senior technology program and transformation executive with more than 20 years of experience leading enterprise portfolios across payments, banking, wealth management, healthcare, and retail. She specializes in establishing technical program management offices from zero, aligning cross functional engineering teams, and turning high stakes business strategies into predictable, high velocity software delivery. Operating as a strategic partner to CEOs, CTOs, and Boards of Directors, she brings a disciplined, data driven approach to complex platform migrations, mergers and acquisitions integrations, and agile transformations in highly regulated environments.

A hands on artificial intelligence program leader, Kalpana directed a generative AI customer care chatbot from initial business case to full production in six months. The platform currently resolves 75% of roughly 2,000 support tickets weekly across 30,000+ merchants. Her AI execution covers model selection between Google Gemini and Gemma 2B, tiered query routing, Retrieval Augmented Generation (RAG), PII redaction, human in the loop safeguards, and responsible AI governance. In parallel, she builds automated agentic workflows using Base44, n8n, and the OpenAI API to streamline program operations, risk tracking, and executive status reporting.

CORE COMPETENCIES & DOMAIN MASTERY

Enterprise AI Delivery & Governance
GenAI chatbots, model selection (Gemini, Gemma 2B), RAG, responsible AI guardrails, PII redaction, human in the loop controls, red team testing, and agentic automations (Base44, n8n, OpenAI API).

PMO Stand Ups & Board Governance
Enterprise TPM office stand ups from zero, intake prioritization, operating cadences, steering committees, OKRs, KPIs, and quarterly Board of Directors portfolio briefings.

Large Scale Digital Transformations
Four company mergers and acquisitions integrations, enterprise Agile and SAFe transformations, PI planning, DORA metrics, and cross organizational diagnostics.

High Availability Payments Infrastructure
$150B GPV payments platforms, 99.99% availability SLAs, zero downtime AWS cloud migrations, VMware exits, Databricks data platforms, and Change Data Capture pipelines.

ENTERPRISE LEADERSHIP & OPERATIONAL RECORD

KURV | Senior Vice President, Head of Technical Program Management — 2025

- Owned generative AI customer care program from business case to production in six months; chatbot resolves 75% of ~2,000 weekly support tickets using Gemini and Gemma 2B with RAG, PII masking, and human in the loop controls.
- Built TPM function from zero following four company merger; unified 100+ engineers across three time zones and hit the strict six month integration deadline while all transaction processing platforms stayed online.
- Directed VMware and data center exit to AWS and Databricks with zero downtime using Change Data Capture, managing partner Pythian to fixed price SOW.
- Built Base44 AI reporting agent generating Jira cited executive updates; delivered quarterly technology briefings directly to the Board of Directors.

EXACT PAYMENTS | Vice President, Head of TPM and Operations — 2022 to 2024

- Governed delivery, QA, and release governance for a $150B GPV embedded payments platform operating at 99.99% availability.
- Automated program tracking using n8n and OpenAI API, converting meeting transcripts into tracked Jira and RAID logs to eliminate administrative overhead.
- Rolled out SAFe PI planning and bi weekly delivery cadences, lifting team efficiency 80%; instrumented DORA metrics, accelerating release velocity by 30%.
- Conducted organization wide diagnostic across 30 engineers and operational leaders, converting 24 gaps into deployment standards that earned CEO recognition.

LPL FINANCIAL | Associate VP, Technology Portfolio Management — 2020 to 2022

- Secured $2M budget by framing regulatory exposure, bypassed discovery roadblocks using Informatica ETL access, and coordinated seven teams under explicit RACI with zero production incidents.
- Delivered state mandated PII masking and encryption program across 128 databases and 15,000 columns under $2M budget with zero outages and under 5 ms added latency.
- Led cybersecurity program delivery, generating $2M in annual operational savings and earning the Most Valuable Player Award.

PREMIER INC. | Staff Technical Program Manager (Contract) 2019 to 2020

- Led customer facing single sign on and utilization integrations across 300+ SaaS applications for 4,000+ member hospitals, quadrupling monthly onboarding throughput and eliminating 2,000+ manual operational hours annually.

BANK OF AMERICA | Technical Delivery Manager (Contract) 2017 to 2019

- Delivered multi year $10M BA360 mobile banking program across 100 people and seven workstreams under SAFe, scaling app to 4 million users and #1 market ranking in small business digital banking; recovered delayed ADA compliance project 25% early.

BELK | Technical Delivery Manager 2012 to 2017

- Directed a 50+ person technology organization across 10+ concurrent programs, generating $12M in annual operational savings; cut PeopleSoft HR and payroll processing for 25,000 employees from 8 hours to 15 minutes.

YAHOO | Technical Program and Release Manager Pre Cloud Scale

- Managed large scale software releases for Yahoo! Mail and Messenger at 300 million active users; directed pre cloud capacity planning and horizontal system scalability.

EDUCATION, CREDENTIALS & ADVISORY ENGAGEMENTS

Academic Degrees

• **Master of Business Administration (MBA)**, University of Madras
• **Bachelor of Business Administration (BBA)**, Valedictorian Honors, Kakatiya University
• **M.S. Computer Science Coursework**, California State University

Advisory & Venture

• **Graphio.ai**: Advisor & Investor (Enterprise AI Agent Governance)
• **Hustle Fund**: Venture Fellow (Pre Seed & Seed Software)
• **The Tribe**: Co Founder (Global Executive Mentorship Alliance)

Professional Certifications

• **PMI CPMAI (In Progress)**: Certified AI Management Professional
• **SAFe 5 Scrum Master & Leading SAFe**: Scaled Agile, Inc. (ID: 99007325:6489)
• **AWS Certified Cloud Practitioner**: Amazon Web Services (ID: 6WXJCRNKENVQQ4C8)
• **Splunk Certified**: Enterprise Data Observability & Analytics
• **ITIL 4 Foundation**: PeopleCert (ID: GR671164646KV)
• **Glenbrook Payments Boot Camp**: Payments Industry Certification
• **Applied Agentic AI for TPMs** (2026) | **Certified ScrumMaster** (CSM)