

# MOHIT DOGRA

## Senior Technical Program Manager

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### SUMMARY

Senior technical program manager with 10+ years at Visa, focused on AI-assisted and agentic engineering workflows. I led the program that took an internal agentic platform from prototype to 5,000 engineers, built the paved paths and guardrails teams adopted and kept using, and measured whether AI was actually adding delivered value rather than activity. I partner with engineers as a technical peer, in the details, and I work across infrastructure, security, and data to make new workflows safe, measurable, and worth adopting. I'm data-driven but skeptical of vanity metrics, comfortable with executives and with the CI/CD and platform details that make or break execution, and I care more about durable adoption than a launch announcement.

### EXPERIENCE

#### Visa · Senior Technical Program Manager

2016 - 2026

- Led the program that took an internal agentic AI platform from prototype to 5,000 engineers: a standardized Claude Code toolchain with one-command setup, a UI layer for non-technical builders, and 20+ generative-AI products shipped into daily engineering workflows.
- Drove adoption through trust and value rather than mandate: built the paved paths, guardrails, and enablement (working sessions, docs, rollout plans) that moved teams from experimenting to durable use, and stood up standards teams kept using after handoff.
- Built the measurement to tell real productivity from activity: dashboards leadership used to see delivered value and risk (SQL, Tableau over Hadoop, Splunk, Jira), which showed 90% of value came from a handful of projects and reset how we prioritized.
- Governed AI and agentic tooling for safety and cost: evaluated offerings and vendors (Replit, Perplexity) on technical fit, evals, and model and token economics, and partnered with security, legal, and compliance so guardrails were built in, not bolted on.
- Owned developer-productivity delivery systems: a monolith-to-microservices migration across 10+ production applications at six-nines availability with CI/CD and canary rollouts, cutting deployment times 40% and doubling release volume.
- Ran multi-org programs with executive visibility and ambiguous ownership: operating rhythms for a 500-engineer org, executive QBR and OKR cycles, and alignment across teams where no single team owned the outcome, influencing without authority.
- Delivered all of this on a payments platform processing ~10B+ transactions a year, partnering with engineers and architects on technical direction deep in the details.

#### Accenture · Senior Business / Data Analyst

2015 - 2016

- Delivered a State of Ohio federal program: business, data, statistical, and financial analysis that optimized system performance for 2,000+ users.

#### Medical Knowledge Group · Business Analyst

2014 - 2015

- Delivered a Healthcare.gov application end to end under strict regulatory governance, serving 1,000+ healthcare professionals.

### SKILLS & TOOLS

**AI Developer Productivity:** AI-assisted & agentic engineering workflows · internal agentic platforms (Claude Code, MCP) · LLM governance & evals · AI workflow measurement · developer enablement & adoption

**Program & Change:** multi-org programs (executive visibility, ambiguous ownership) · operating models & paved paths · adoption & cultural change · influence without authority · outcomes over activity

**Technical & Delivery:** CI/CD & deploy automation · microservices & platforms · observability & reliability · data & measurement (SQL, Tableau) · model & token economics

### EDUCATION & CERTIFICATIONS

**Education:** MBA, Operations & Supply Chain Management, Clarkson University

**Certifications:** ML Specialization (Stanford & DeepLearning.AI) · Applied AI in Business (UC Berkeley) · Certified ScrumMaster (Scrum Inc.) · Agile Certified Professional (SCM)