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AI Transformation Leader for Technology-Services Businesses

Applied AI to the economics of a technology-services business I ran: CenturyLink/Lumen's managed-services practice, built from launch to \$200M+ in annual recurring revenue with responsibility for revenue, margin, pricing and investment. Led offshore delivery and automation programs, then developed an AI-assisted pricing and statement-of-work tool that reduced SOW preparation from more than 40 hours to 2-3 hours during the pilot and drove its adoption across the sales organization. Since 2025, building and operating AI systems end to end under published operating controls. Seeking an AI-transformation leadership role inside a technology-services business, owning the roadmap, the operating controls and the P&L impact.

EXPERIENCE

Independent — AI Systems Builder & Operator · Ashburn, VA Aug 2025 – present

- Build and operate AI systems end to end as product owner, architect and operator: a decision-support system in daily use for a year, and two public demonstration products — an AI sales-engineering training platform and a security-posture simulator. Responsible for requirements, architecture, AI-assisted implementation, testing and validation.
- Operating controls, published as an open method and applied to every system: code computes every number and the model only ranks and explains; stale inputs are refused; consequential actions pass an approval gate; every model or vendor change passes an A/B evaluation on real cases before release; output is evaluated daily and any release can be rolled back.

CenturyLink → Lumen Technologies · Washington DC area Oct 2012 – Jul 2025

Senior Director, Product Management — Managed Services (Lumen, Oct 2020 – Jul 2025) · Director (May 2017 – Oct 2020) · Principal, Remote Infrastructure & Application Managed Services (May 2014 – May 2017) · Client Engagement Manager, CenturyLink Technology Solutions (Oct 2012 – May 2014)

- Conceived and built an AI-assisted pricing and SOW engine and drove its adoption with the sales organization: SOW preparation fell from 40+ hours to 2-3 and quotes moved from days to minutes, piloted by ~20 solutions engineers on 300-400 live opportunities. Outputs were back-tested against 1,000+ historical deals, and no pilot SOW required legal rework.
- Rebuilt the delivery model twice to improve unit economics: 100% onshore (2014) → 80% offshore (2018) → automation. By 2019, across the accounts measured, ~87% of ~8,000 monthly tickets were touched by automation and 1,800+ hours a month (~12 FTE) of manual effort removed. Sponsored and funded the program and chose its lead; the automation team built it.
- Sponsored and shipped a multi-vendor SD-WAN provisioning assistant that removed the dependency on per-vendor specialists; tier 1 and tier 2 resolution times fell 50%.
- Built the managed-services practice from launch in 2014 to \$200M+ ARR by 2025 across cloud, network, security and data center, growing ~15% a year from 2022 onward, with more than \$1B in lifetime contract value. Full P&L ownership: revenue, margin, pricing and investment decisions.
- Led a direct team of 5 product managers and 4 solution specialists; set direction for the 15 sales engineers supporting the practice and the 500+ operations staff who delivered the services it designed and sold.
- Led three to four large enterprise RFPs a year personally — Brookfield and Crowley Maritime among them — producing ~\$100M of the practice's \$200M run-rate; managed executive client relationships through the sale, transition and ongoing service delivery.
- Expanded the practice beyond infrastructure services with network-as-a-service as a core line: moved Bausch Health's ~150-site global captive network to full NaaS (Lumen-owned circuits, hardware and operations against customer-defined KPIs); rebuilt Sunbelt Rentals' network as an SD-WAN NaaS across data centers, corporate and rental locations.

Infosys — Practice Engagement Manager, Infrastructure Management Services Dec 2011 – Oct 2012

- Sold infrastructure services across a large portfolio of banking and financial-services accounts.

HCL Technologies (Infrastructure Services) — Senior Account Manager · Washington DC area Jul 2008 – Nov 2011

- Owned a portfolio of infrastructure-services accounts in manufacturing, telecom and consumer packaged goods.

Cyberwerx — Director of Operations (also CFO) · Cary, NC and Bangalore

Nov 2001 – 2007

- Established and ran the company's offshore development center in Bangalore from scratch — relocating from the U.S. to do it — to 100 engineers serving six clients, with full P&L, hiring, investment, legal and compliance responsibility.
- Ran the technical-assistance center and software lifecycle for several Cisco product lines, sustaining engineering and customer support for Ericsson product lines, and back-office process services for Motorola; grew each relationship from first engagement to a multi-team, multi-year account.

Pliant Systems (formerly Broadband Technologies) — TAC Manager

1998 – 2001

- Ran the technical-assistance center, the presales solutions team and the customer demo center for a company among the first to deliver internet, voice and TV over a single fiber to service providers.

Earlier: Consultant, Unified Network Systems (network-management startup), 1997–98 · Imonics (process-automation startup), 1995–96.

SELECTED WORK

- AI pricing & SOW engine · case study — the Lumen workflow above, from before-and-after flows to the controls that kept the model away from customer data and legal language.
- Demonstrate to Win · live demo — training platform teaching sales engineers to demonstrate AI products (11 modules, two certification tracks); open to anyone, no sign-up.
- Security Posture Simulator · live demo — toggle 15 security controls across four enterprise scenarios; explains the same security results for technical, financial and executive audiences.

EDUCATION · LANGUAGES

MBA, UNC Kenan-Flagler Business School · BS Electrical Engineering, Duke University

English · Hindi · Spanish (limited working)

SKILLS

AI transformation in services businesses · applied AI: working fluency across Anthropic, OpenAI, Google and open-weight APIs, retrieval, agent frameworks and MCP, evaluation and A/B model gating, AI governance and operating controls · specification-driven delivery with AI tools · technology-services P&L and unit economics · delivery transformation (offshore, automation) · services product management · enterprise pursuit leadership · Network-as-a-Service, SD-WAN, security, cloud, data center