

Shwetal Mehta

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Technology Services Executive · Executive brief

TARGET ROLE

VP/GM of a technology-services business — managed services, network, security, cloud.

SCALE

Built CenturyLink/Lumen's managed-services practice from launch (2014) to \$200M+ ARR (2025), growing ~15% a year from 2022 onward; \$1B+ lifetime contract value across cloud, network, security and data center. Full P&L ownership — revenue, margin, pricing and investment.

ENTERPRISE SALES

Personally led 3–4 large enterprise RFPs a year; ~\$100M of the \$200M run-rate came from pursuits I ran (Brookfield, Crowley Maritime among them). Managed executive client relationships through the sale, transition and ongoing service delivery.

NETWORK SERVICES

Expanded the practice beyond infrastructure services with network-as-a-service: Bausch Health's ~150-site global captive network moved to full NaaS against customer-defined KPIs; Sunbelt Rentals' network rebuilt as an SD-WAN NaaS across data centers, corporate and rental locations.

DELIVERY MODEL

Onshore → 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 of manual effort removed.

TEAM

Direct team of 5 product managers and 4 solution specialists; set direction for 15 sales engineers and the 500+ operations staff who delivered the services.

AI BUSINESS IMPACT

Conceived and built an AI-assisted pricing and SOW engine and drove its adoption with the sales organization. In the pilot, ~20 solutions engineers used it on 300–400 live opportunities: SOW preparation fell from 40+ hours to 2–3, quotes moved from days to minutes, estimated cost per SOW fell from approximately \$4,000 to approximately \$300, and no pilot SOW required legal rework. Since Aug 2025, building and operating AI systems end to end under published operating controls — live demos and case studies at shwetalmehtha.com.

Career: Independent AI Systems Builder & Operator (2025–) · CenturyLink → Lumen, Client Engagement Manager to Senior Director, Product Management (2012–2025) · Infosys (2011–12) · HCL Technologies (2008–11) · Cyberwerx, Director of Operations & CFO (2001–07) · Pliant Systems, TAC Manager (1998–2001).

Education: MBA, UNC Kenan-Flagler Business School · BS Electrical Engineering, Duke University. Languages: English · Hindi · Spanish (limited working).