Swapna Oundhakar

Vice President Product Management · Enterprise AI, Agents & Platforms

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SUMMARY

Product leader specializing in AI-first enterprise SaaS and platform products. Built and led applied-LLM and agent-based products across Slack, Microsoft Teams, and web that enabled large enterprises to automate and transform their workflows. Track record scaling products 0-to-1 and 1-to-N, modernizing platforms at enterprise scale, owning monetization, aligning executive stakeholders, and advising CIOs and CHROs. Strengths across AI and agentic systems, enterprise security and governance, and durable revenue growth. Now runs WorkEvolve.ai, an advisory practice that helps companies redesign workflows around AI agents.

PROFESSIONAL EXPERIENCE

Founder and Principal, WorkEvolve.ai (2026 – Present)

- Run an advisory practice that helps companies redesign workflows around AI agents: start from the job to be done, decide what an agent handles and where a person decides, and fund only the changes that pay off.
- Built a working multi-agent HR and IT system backed by a 67-case evaluation suite, plus a business case model that ranks AI use cases by return using measured cost per answer.

Vice President Product Management, Kore.ai (2023 – 2026)

- Built and scaled Slack, Teams, and web-based (ChatGPT-style) agentic experiences for an AI for Work portfolio spanning the full employee lifecycle from hire to exit, extending into adjacent knowledge-work functions including sales engineering, finance, and legal, and driving ~30% QoQ revenue growth and ~3x pipeline expansion across enterprise deployments.
- Evolved the portfolio from conversational AI to autonomous agent-based systems orchestrating end-to-end workflows: 80% faster HR resolution and 70%+ of IT requests handled by AI.
- Advised enterprise CIOs and CHROs on technology strategy, positioning pre-built AI solutions as accelerators to faster time-to-value, and led build-vs-buy decisions on the platform for cross-product agentic workflows.
- Displaced incumbent enterprise SaaS vendors across employee-facing workflows through competitive wins anchored in agentic AI differentiation and measurable outcomes.
- Evolved the GenAI recruiting platform into an agent-based system, enabling autonomous screening, candidate engagement, and workflow orchestration across early enterprise deployments.
- Initiated strategic partnerships with HCM providers (Workday, SAP), global system integrators, and hyperscalers (AWS, Microsoft), enabling enterprise customers to embed AI into employee experience workflows and accelerate adoption.
- Led GTM positioning and plays, carried deals from first demo through POC to production adoption, and iterated pricing across employee-based and usage-based (consumption) models, growing average deal size ~50%.
- Led the product management team across the AI for Work portfolio, setting the roadmap, priorities, and release standards the portfolio shipped against.
- Presented frequently to C-suite leaders and industry analysts (Gartner, Forrester, Everest), strengthening market positioning and credibility.

Product Leader, Amazon (2021 – 2023)

- Owned strategy and roadmap for Amazon's global talent management and career development platform within Worldwide Operations (WW Ops), serving a highly distributed frontline workforce.
- Defined product vision for career growth, learning pathways, and development experiences, aligned to Amazon's enterprise talent and workforce strategy.
- Rolled the platform out across 20+ countries under GDPR, data protection impact assessments, and European Works Council requirements, building a localization and compliance framework spanning 15 languages that cut global deployment cycles ~60%.
- Led analytics modernization to deliver behavioral insights, adoption dashboards, and launch performance tracking, driving a ~40% increase in platform adoption.
- Drove change management across HR, Operations, Learning & Development, and international leadership without direct authority over any of them, aligning career development with retention and workforce enablement strategies.

Head of Product, Business Software Inc / BSI (2020 – 2021)

- Owned and scaled BSI's enterprise payroll and tax product portfolio serving 35M+ users, driving double-digit revenue and adoption growth through product modernization and strategic partnerships.
- Defined and executed the business strategy, roadmap, and operating model across payroll, compliance, and partner ecosystems, improving profitability and customer retention through new subscription and integration models.
- Led SAP Cloud certification and partnership, unlocking new enterprise distribution channels and accelerating year-over-year growth across strategic accounts.
- Launched a Voice-of-Customer program that delivered a 15-point NPS improvement and informed roadmap and pricing decisions.
- Built and led a global product management team, instituting OKRs, portfolio governance, and agile metrics to align execution with growth and customer success objectives.

Director, Product Management, ADP (2008 – 2020)

- Led multi-year HR and payroll platform modernization across ADP's PEO (TotalSource), mid-market (Workforce Now), and enterprise (ADP Vantage HCM) businesses serving Fortune 500 clients.
- Drove the transformation of ADP Vantage HCM to AWS microservices, taking releases from bi-annual to monthly and reducing infrastructure costs by ~40%.
- Led the complete UX redesign of the ADP Vantage HCM employee and manager experience, from concept through rollout.
- Led the product management team across the portfolio, setting priorities and operating standards across PEO, mid-market, and enterprise lines of business.
- Defined and executed product strategy in the upmarket segment, achieving 100% YoY unit sales growth and supporting payroll processing for 2M+ employees.
- Built and scaled ADP Onboarding from $1M pilot to $10M ARR, expanding adoption through enterprise go-to-market programs.
- Led the 0-to-1 of the Workforce Now HR and payroll integration, the first version that pulled HR, payroll, benefits, and time into one product, now a $1B+ revenue flagship for ADP.

Senior Consultant, Capgemini U.S., LLC (2005 – 2008)

- Delivered large-scale enterprise transformation initiatives across billing, product catalog, and order lifecycle workflows for telecom and media clients.
- Led data migration for a $250M infrastructure modernization program, converting legacy systems within a 6-month timeline and improving platform resilience and performance.
- Consolidated and optimized 10,000+ catalog elements across products and services, reducing operational effort by ~30% and improving workflow efficiency by ~35%.
- Advised senior leadership on strategic revenue opportunities, driving ~15% incremental revenue growth while reducing system integration costs by ~25%.

EDUCATION

- MBA, Kenan-Flagler Business School, University of North Carolina at Chapel Hill
- MS Computer Science, University of Georgia
- BS Computer Engineering, University of Mumbai

PUBLICATIONS & THOUGHT LEADERSHIP

- Generative AI in HR: A Game-Changer for Recruitment. HR.com Magazine.
- Revolutionizing Recruitment: Leveraging Conversational AI. HR.com Webcast.
- METEOR-S Web Service Annotation Framework. Proceedings of the 13th International Conference on World Wide Web, pp. 553–562 (#7 Most Influential Paper, 700+ citations).
- METEOR-S WSDI: A Scalable Infrastructure of Registries for Semantic Publication and Discovery of Web Services. Journal of Information Technology and Management, Springer (600+ citations).
- Discovery of Web Services in a Federated Registry Environment. International Journal of Web Services Research, 2(3), 2005, pp. 1–32.
- Allowing the Use of Multiple Ontologies for Discovery of Web Services in a Federated Registry Environment. Technical Report, University of Georgia.