

DEPUTY DIRECTOR | TECHNOLOGY & OPERATIONS

SACHIN KAPOOR

GCC LEADERSHIP | MICROSOFT CLOUD & AI | ITSM | SRE | DEVSECOPS

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PROFILE

IMPACT

EXPERIENCE

TECHNOLOGY

CREDENTIALS

EXECUTIVE PROFILE

Award-winning senior technology and GCC leader with 18.5+ years of experience, including 9+ years in people leadership and 5+ years scaling GCC/GBS capabilities. Reporting to a Senior Director at PepsiCo, lead a 25+ application portfolio and multidisciplinary organizations across engineering, Microsoft cloud, SRE, DevSecOps, FinOps, ITSM, GenAI, and application operations. Combine executive leadership with hands-on technology depth to build reliable, cost-efficient, AI-enabled operating models and strategic GCC capabilities.

45+

APPLICATIONS TRANSITIONED

\$1.2M+

YEAR-OVER-YEAR SAVINGS

25+ / 35+

FTEs / PARTNER RESOURCES

40+

MISSION-CRITICAL APPS

SELECTED EXECUTIVE IMPACT

01

DIGITAL EXPERIENCE
& CONTENT

Defined PepsiCo's corporate-site content strategy and led the redesign from Sitefinity to Sitecore CMS. Established Sitecore Content Hub as the single source of truth, integrated it with Sitecore and omnichannel publishing, retired fragmented content-sharing services, and introduced Bynder DAM with marketing and AI tools for enterprise content activation. Integrated TryProFound GenAI analytics, FullStory, and GA4 to strengthen digital insight.

02

ITSM, AUTOMATION
& SELF-SERVICE

Established the ITSM operating model and launched Zero Hero automation using Power Automate and Power Apps for proactive, zero-touch reporting across MTTR, SLA breaches, FCR, problem management, incident trends, and recognition. Delivered Kognito-based AI triage for misrouted tickets and Oscar, a RAG-enabled ServiceNow support chatbot that standardized responses and increased self-service.

03

CLOUD, FINOPS
& COST VALUE

Migrated PepsiCo's corporate site from Akamai Cloud to AWS, saving more than \$500K, and led selected Azure and third-party-hosted application migrations to AWS. Built FinOpsHub with Flexera-sourced cloud data and governance controls, supporting more than \$1.2M in year-over-year savings.

04

VENDOR, SOW
& MANAGED
SERVICES

Led vendor management and contract negotiations within a managed services delivery model. Used SAP Fieldglass to create and govern Statements of Work (SOWs), coordinate supplier and resource onboarding, track deliverables, milestones, SLAs, renewals, and performance, and strengthen commercial controls with procurement, legal, finance, and Vendor Management.

LEADERSHIP EXPERIENCE

PEPSICO GCC

Deputy Director - Technology & Operations | Food & Beverage / Retail

Aug 2021 - Present

- Report to a Senior Director; lead 25+ FTEs and 35+ partner resources; and present Operations and Engineering Reviews through Power BI, Azure DevOps, and ServiceNow dashboards covering delivery, reliability, ITSM, financials, risks, and transformation progress.
- Own technology delivery and sustainment for a 25+ application portfolio within a broader landscape of 40+ mission-critical applications spanning communications, R&D, legal, employee experience, and commercial platforms.
- Standardized Transition to Sustain (TTS) and Release to Sustain (RTS) for 45+ applications through readiness criteria, knowledge transfer, runbooks, RACI, release controls, hypercare, acceptance checkpoints, and leadership reporting.
- Lead and mentor senior engineers, managers, SRE, DevSecOps, AI, and application support professionals; use DORA and engineering metrics to improve performance, career growth, and delivery predictability.
- Embedded SRE practices using AppDynamics, Datadog, CloudWatch, Azure Monitor, Application Insights, and Log Analytics; established observability, SLOs, error budgets, health checks, and operational-readiness controls.
- Established the end-to-end ITSM operating model across incident, request, problem, change, release, knowledge, and service-level management, with governance, KPIs, escalation paths, and continuous-improvement reviews.
- Built Power Automate and Power Apps workflows for triage, approvals, notifications, SLA tracking, problem records, and reporting. Zero Hero automation reduced manual reporting; Kognito-based AI triage detected and reassigned misrouted incidents, improving MTTR, SLA performance, FCR, and problem-management discipline.
- Conceived and launched Oscar, a user-facing RAG-enabled ITSM chatbot for guided self-service and standardized responses; expanded AI-led operations with an SRE agent, email-to-ticket automation, RAG analytics, and agentic integration patterns.
- Established standardized CI/CD and DevSecOps pipelines using Azure DevOps, Argo CD, SonarQube, Fortify, and Snyk, with automated build, test, security, approval, and deployment gates across Microsoft cloud and application platforms.
- Led migrations from Akamai and other third-party hosting to AWS, plus selected Azure-to-AWS migrations. Built FinOpsHub with Flexera cloud data, workload rationalization, and governance controls to deliver more than \$500K on the corporate-site migration and \$1.2M+ in year-over-year savings overall.

PEPSICO GCC | CONTINUED

Aug 2021 - Present

- Owned PepsiCo quarterly earnings technology readiness for four years, coordinating 15+ cross-functional contributors across testing, security, infrastructure, deployment, monitoring, and executive communications.
- Led the innovation POD, secured sponsorship for high-value ideas, and accelerated adoption of Microsoft and GenAI capabilities.
- Implemented an Agile/SAFe operating model for DSX and 25+ projects, establishing PI planning, backlog governance, sprint and release ceremonies, dependency and risk management, retrospectives, and DORA/velocity reviews across business, product, engineering, and Sustain & Operations.
- Led vendor management and contract negotiations across cloud, digital-platform, and engineering partners within a managed services delivery model. Used SAP Fieldglass to create and govern Statements of Work (SOWs), coordinate supplier and resource onboarding, track deliverables and milestones, manage SLAs, renewals, and performance reviews, and strengthen commercial controls with procurement, legal, finance, and Vendor Management.

SODEXO (VIA CGI INC. / NETLINK SOFTWARE GROUP)

Manager Consulting Expert / Architect | Retail Technology

Sep 2018 - Aug 2021

- Led architecture and delivery for Retail Ranger, Bite, and Bite University platforms supporting location discovery, menu personalization, food ordering, promotions, feedback, and unit-manager operations.
- Directed a 10+ member onsite/offshore team, translating business requirements into architecture, estimates, delivery plans, engineering standards, and production support models.
- Delivered cloud-native and microservices solutions using .NET Core/.NET 5, C#, ASP.NET Web API, Angular, Azure PaaS, Azure Functions, SQL Server, and Azure DevOps.
- Built web/mobile, API, domain, service, and repository layers using Entity Framework, ADO.NET, LINQ, and stored procedures; implemented Application Insights telemetry and managed CI/CD across QA, onboarding, and production while maintaining high availability.

EARLIER CAREER PROGRESSION

Nuance Communications / Microsoft | Apr 2018 - Sep 2018

Regal Beloit | Aug 2014 - Jun 2016

Cyient | Feb 2011 - Apr 2013

Cognizant Technology Solutions | Jul 2016 - Apr 2018

ValueLabs | Apr 2013 - Aug 2014

Venture Software and Development Solution | Jul 2008 - Mar 2010

TECHNOLOGY PORTFOLIO

MICROSOFT

Azure, C#, .NET/.NET Core, ASP.NET MVC/Web API, Azure Functions, Azure DevOps, Power Apps, Power Automate, Power BI, Azure OpenAI, ADF, SQL Server, Application Insights

AI & AUTOMATION

RAG, agentic AI, LangChain, MCP, Hugging Face, Azure OpenAI, Grok, Mistral, OneReach.ai, Python, ServiceNow automation, GitHub Copilot, Windsurf

SRE & ITSM

ServiceNow, incident/problem/change/release management, SLAs/SLOs, FCR, MTTR, AppDynamics, Datadog, CloudWatch, TCS IGNIO, Azure Monitor, Log Analytics

CLOUD & DIGITAL

AWS, Azure PaaS, Docker, Argo CD, Flexera FinOps, Sitecore CMS/XP, Sitecore Content Hub, Sitefinity, Bynder DAM, omnichannel publishing, Apache Kafka, Angular, React/NextJS, OutSystems

PLATFORMS & DOMAINS

PepsiCo.com, PEPIRIS, Canvas, AR selling, Retail Ranger, Bite, Bite University; Food & Beverage, Retail, Healthcare, Transportation; SAFe, Agile, JIRA, Trello, Clarity

EDUCATION, CERTIFICATIONS & RECOGNITION

Executive Development: Program in Digital Transformation and Leaders for AI, IIM Indore

Education: MCA, NIE Bhopal (2009) | BCA, Makhan Lal Chaturvedi Patrakarita Vishwavidyalaya (2005)

Certifications: TOGAF 9.2 | Microsoft Azure AZ-104, AZ-204, AZ-305, AZ-400

Recognition: GCC Technology Leader Award - Triumph of Talent / Human GCC | PepsiCo Act as Owner Award | First Place, PepsiCo HBS Hackathon 2023 | PepsiCo 15+ Smile Award | Quarterly Award for Pakistan site launch | Gold Apex 2021 | Bronze Zeta 2020 | Half-Yearly Simplification Award

LEADERSHIP OPERATING MODEL

SCALE

GCC ownership, governance and leaders

MODERNIZE

Cloud, platforms and Microsoft engineering

OPERATE

SRE, ITSM and measurable reliability

INNOVATE

GenAI, RAG, agents and automation

Transforming GCCs into strategic value centers through accountable leadership, resilient engineering, disciplined operations, and AI-led innovation.