

Abhay Chaturvedi

MBA · Enterprise Technology Executive

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COLLABORATION PLATFORMS & DIGITAL WORKPLACE LEADER

\$100M+ P&L Ownership

100+ Person Global Org

UCaaS & Unified Communications

Digital Workplace Strategy

Enterprise SaaS

Cloud Transformation

17+

YEARS AT APPLE

\$100M+

ANNUAL P&L

100+

GLOBAL TEAM

150K+

USERS SUPPORTED

300+

BUILDINGS
WORLDWIDE

EXECUTIVE SUMMARY

I run the collaboration infrastructure that keeps one of the world's most complex technology environments operating — across **150,000+ employees, 300+ buildings worldwide, and a \$100M+ annual technology portfolio**. For 17+ years at Apple, I have built and scaled the platforms that define how people work together: unified communications, UCaaS, video and voice conferencing, broadcast streaming, enterprise messaging, and productivity tooling.

I led Apple's enterprise-wide transformation from legacy on-premise telephony to a cloud-native unified collaboration platform, most critically executing a full-scale pivot during the COVID-19 shutdown — delivering what was a 3-year roadmap in under 6 months with **zero service downtime** across 150,000+ globally distributed employees, preserving millions in workforce productivity.

Today I own the full digital workplace platform stack: end-to-end vendor strategy, multimillion-dollar contract negotiation across leading enterprise SaaS providers, IT governance frameworks, and the strategic roadmap for workforce productivity at one of the world's most demanding technology environments — while developing and scaling a high-performance global team of 100+ engineers and managers.

CORE COMPETENCIES & PLATFORMS



PROFESSIONAL EXPERIENCE

Apple February 2007 – Present · 17+ Years

Sr. Manager, Collaboration Platforms & Services

June 2024 – Present

Apple — Cupertino, CA ↑ PROMOTED

Promoted to assume full executive ownership of Apple's global collaboration and digital workplace ecosystem.

- ▶ Own **end-to-end strategy, operations, and P&L** for Apple's enterprise collaboration platform — spanning unified communications, UCaaS, enterprise messaging, productivity suites, and multimedia infrastructure — supporting **150,000+ employees** across **300+ buildings globally**.
 - ▶ Lead and develop a **global organization of 100+ engineers and managers**, including 5 direct manager reports, with full responsibility for talent strategy, organizational design, and performance excellence.
 - ▶ Manage a **\$100M+ annual technology portfolio**, overseeing enterprise SaaS licensing, UCaaS platform contracts, third-party productivity tools, and multimedia infrastructure investments.
 - ▶ Drive the **strategic roadmap for digital workplace** and collaboration technology, aligning platform investments with Apple's global architectural standards, hybrid workforce models, and employee experience goals.
 - ▶ Lead enterprise vendor strategy and executive-level contract negotiations across major collaboration and UCaaS providers, delivering measurable cost optimization through strategic sourcing and consolidated licensing agreements.
 - ▶ Establish and enforce **IT governance frameworks**, operational excellence standards, and KPI/OKR measurement systems across the global collaboration infrastructure.
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Sr. Manager → Manager, Video Voice Services (Collaboration & Productivity)

January 2019 – June 2024

Apple — Cupertino, CA

Progressed from Manager to Sr. Manager, owning all collaboration services across audio/video/web conferencing, broadcast streaming, and enterprise tooling.

- ▶ **Architected Apple's enterprise-wide pivot** from legacy audio conferencing to a unified cloud collaboration platform — executed across **150,000+ users** with **zero service downtime** during the COVID-19 shutdown, compressing a 3-year roadmap into under 6 months and preserving millions in workforce productivity continuity.
- ▶ Directed set-up operations, AV installations, and IT infrastructure across **Apple Park campus and 300+ global buildings**, managing a **\$30M annual capital and operating budget**.
- ▶ Scaled and mentored a **high-performance team of 30+ voice/video engineers** within a broader 100+ person organization, including direct leadership of 5 functional managers across global regions.
- ▶ Consolidated inherited conferencing and broadcast teams into a **unified multimedia organization**, streamlining operations, eliminating redundancies, and establishing a scalable org model for rapid platform growth.
- ▶ Oversaw **\$100M+ annual spend** across third-party collaboration solutions — including messaging platforms, UCaaS licensing, productivity suites, and multimedia infrastructure — optimizing vendor portfolio through strategic sourcing.
- ▶ Negotiated and managed **multimillion-dollar enterprise contracts** with major SaaS and collaboration vendors, delivering significant year-over-year cost savings through competitive benchmarking and consolidated purchasing.

Manager, Enterprise FSO & Retail Voice

September 2009 – January 2019

Apple — Cupertino, CA

↑ PROMOTED

Promoted to manage global voice operations for Apple HQ, Field Sales Offices across the Americas, and Apple Retail Stores worldwide.

- ▶ Led a **global voice engineering team**, providing direct leadership to in-country reports while coordinating with cross-functional virtual teams across all Apple geographies.
- ▶ Delivered complex, large-scale telephony projects spanning corporate HQ, field sales offices, and hundreds of Apple Retail locations — defining measurable objectives, managing cross-functional dependencies, and reporting outcomes to senior leadership.
- ▶ Owned and optimized a **multimillion-dollar telephony fixed asset portfolio** across the US, conducting ongoing cost-benefit analysis and driving continuous improvement in cost-per-seat and service quality metrics.
- ▶ Established telephony performance metrics and analytics frameworks, enabling data-driven recommendations for system optimization, capacity planning, and vendor SLA management.
- ▶ Evaluated technical architecture designs for global voice solutions, ensuring alignment with enterprise standards and delivering cost-effective implementations at scale.

Senior Voice Engineer

February 2007 – September 2009

Apple — Cupertino, CA

- ▶ Served as **primary technical design resource** for enterprise voice infrastructure — analyzing business requirements, designing scalable solutions, and ensuring architectural alignment across TDM, VoIP, SIP, and digital signal processing platforms.
- ▶ Administered and optimized **Avaya enterprise systems** (S8xxx series, LSP/ESS, CMS, BCMR, Audix, Modular Messaging, G650/G700/G350 gateways, AES) across Apple's global voice network.
- ▶ Served as key technical escalation point — resolving high-severity incidents, managing vendor relationships, and ensuring SLA commitments were consistently met across a complex multi-site environment.

EARLIER EXPERIENCE

Network Analyst

2002 – 2007

California State University · Sacramento, CA

Telecom Manager

2000 – 2002

BuzzHits Inc / Promeo Technologies · San Francisco, CA

System Analyst / Programmer Analyst

1999 – 2000

California State University · Sacramento, CA

EDUCATION

Master of Business Administration (MBA)

Marketing & International Business

California State University · Sacramento, CA

Bachelor of Engineering — Telecommunications

BMS College of Engineering · Bangalore, India

LEADERSHIP HIGHLIGHTS

- ▶ **Apple Park Launch:** Directed AV/IT infrastructure build-out for Apple's flagship campus
- ▶ **COVID Transformation:** Zero-downtime enterprise collaboration pivot for 150K+ users
- ▶ **Org Consolidation:** Built unified multimedia org from fragmented inherited teams
- ▶ **Budget Scale:** Consistent stewardship of \$30M–\$100M+ annual technology portfolios
- ▶ **Vendor Excellence:** Multimillion-dollar contract renegotiations driving year-over-year savings