Minnie is a seasoned **Change Management Leader** with 15+ years of global experience delivering complex technology transformations across the US, India, Singapore, Australia, and the UK. With a foundation in management consulting, Minniie Juneja specializes in structured change strategies, stakeholder engagement, training, communications, and metrics-driven user adoption.

She has led both global rollouts and country-specific implementations, with expertise spanning **change leadership, impact and readiness assessments, communication planning**, and **training design**—enabling sustainable adoption in fast-paced environments.

Known for her strength in **intercultural communication**, Minniie addresses cultural, generational, and inclusion challenges to build engagement across diverse teams. She combines strategic insight with hands-on delivery, embedding change capability to ensure lasting transformation success.

MINNIIE K. JUNEJA
TECHNOLOGY & BUSINESS TRANSFORMATION MANAGEMENT

SKILLS & ABILITIES
- Change Management
- Transformation Enablement
- Communication Management
- Program & Project Mgmnt
- Product Lifecycle Management
- LEAN & Six Sigma Business Process Improvement
- End User Adoption
- Scaling Agile Enterprise Change
- Prosci ADKAR Change Planning
- Training Strategy, KMS Content Design, Online & Classroom Delivery
- Behavioral Resistance & Coaching

E: MJUNEJA111@GMAIL.COM
C: +1.206.489.6437

Cross-Industry & Cross-Functional Project Experience:

- FHLBANK Dallas, Robotic Process Automation, Program Lead
- Microsoft, Gen AI Copilot Product Release & User Adoption
- Santa Clara County, CA, Criminal Justice, Digital Evidence OCM
- Lucid Motors EV, Office of CIO, Cybersecurity Change Management
- Microsoft Office of CIO, Global Supplier Change Strategy Design
- Microsoft Dynamics Vertical Strategy, PMO Lead
- Microsoft 365 Cloud Migration, Process Governance & Adoption
- Microsoft Digital Licensing & Pricing, Model Design & Governance
- Microsoft Global Customer Service, Release Mgmt. & CMO Lead
- HP Procurement Process & Metrics Improvement Project Manager
- GE Healthcare Patient Care System Program Change Manager • Gap Inc. Oracle HRMS Program & Change Management Office Lead
- T-Mobile Big Data & Analytics Enterprise PMO & Change Mgmt.
- Facebook Analytics & Reporting Project Manager

- Dell Financial Services Product Dev & Marketing: Program Mgmt. • Broadwing Communication Datawarehouse Reporting Analyst
- EBN (B-Corp) Digital Currency, Partnership Program Mgmt.
- NAMI Eastside (501c) Board of Directors Team Member
- Project NeuroConscious Mindfulness-Based Mental Health Coach

Education and Certifications:
- 2023: Generative AI for Business Leaders, LinkedIn Learning
- 2023: Criminal Justice Information System (CJIS) Advanced Security, Office of Attorney General, California Dept. of Justice
- 2020: Master Digital Transformation, *LinkedIn Learning*
- 2019: SAFE 4.6, *Scaled Agile Inc*
- 2019: Mindfulness-Based Behavioral Coaching, *AVS CLP*
- 2015: Advanced Intercultural Mgmt., Executive Education, *University of Notre Dame, Mendoza College of Business*
- 2010: Change Management Certification, *Prosci Institute*
- 2005: Six Sigma Green Belt, *BearingPoint*
- 2004: Strategy and Business Development, *AMA*
- 2002: Bachelor's in Business Information Systems, *RMIT University, Melbourne, Australia*

Client Testimonials *https://www.linkedin.com/in/minniie-juneja-8173641/*

Project Work Details

Microsoft Power Platform AI Program Lead, FHLBank, Dallas, TX   April '25 – Present

- Served as Product Owner/Scrum Master for Microsoft Power Platform AI solution at a financial institution, leading the design and deployment of a Power Automate + AI Builder RPA system that automated swap payment confirmations, replacing manual processing with intelligent document workflows and approvals.

Copilot Program Change Manager, Microsoft, Mountain View, CA   Nov '23 – Dec '24

- Led the Copilot Dynamics 365 change strategy and roadmap, driving global communications, release readiness, and executive alignment to ensure seamless adoption.
- Partnered with Microsoft L&D to design and implement AI-driven Copilot upskilling programs, accelerating enterprise user adoption and learning outcomes.
- Drove Office 365 Copilot adoption across 30,000+ users, strengthening collaboration between Product, Engineering, and Customer Support teams.
- Launched and scaled a Global Change Champion Network, fostering stakeholder engagement and sustained behavior change across partner organizations.
- Recognized by Microsoft leadership for impact; see Tennille Gruman's testimonial on [LinkedIn Profile](#).

Change Management Specialist, Santa Clara County, Public Safety and Justice, CA   *Feb '23 – Nov '23*

- Introduced new digital evidence management system for 500+ early adopters for Santa Clara County's public safety and criminal justice department organizations and legal staff

Board of Directors, National Association on Mental Illness, WA   *May 2016 – Dec 2022*

- Public Policy Lead managing mental health policies change awareness campaigns and acting as a lead representative during monthly board meetings. Trained NAMI family to Family therapy group classes facilitator.

Cybersecurity OCM Lead, Electric Vehicle Start-up, Office of CIO, CA   *May 2022 – Aug 2022*

- Cybersecurity Program Org Change Management: Design and deploy organizational change management capability for enterprise IT team enabling cybersecurity program 50+ projects across wave 1 and 2, with a special focus on Third-Party Risk Management and Awareness campaign.
- Documented as-is & to-be annual processes, while governing framework for managing and improving business processes within the IT organization.

Readiness Change Manager, Software Company, Redmond, WA   *Feb 2021 – Apr 2022*

- Evangelizing Microsoft's new Worldwide Learning (WWL) organization business model across the global community of 300+ content developers and instructional designers.
- Process redesign: Work with stakeholders to design and redesign business processes to align with organizational objectives.

Change Manager, The Washington State Patrol, Olympia, WA   Sept 2019 – Mar 2020

- System Implementation Change Mgmt.: Conducted Change Impact Analysis & Development
- Performance Measurement and KPIs: Defined and tracked key performance indicators (KPIs) and metrics to measure the success of process improvements.

OCM Lead, Digital Transformation Consulting, HCL, Redmond, WA   *Jan 2019 – Aug 2019*

- Digital Employee Experience Change Mgmt.; Office 365 Organizational Change Mgmt.; Cloudification IT Leadership Transformation; Agile Change Mgmt. Solutioning; Company Acquisition & Integration.

Change Manager, Patient Care System, Global Healthcare, Austin, TX   *Jan 2017 – Dec 2018*

- Medical Software Change Mgmt.: Developed a customized PMO & CMO Approach for a new Patient Data Collection (Big Data) software.

Project Manager, Product Group, Social Media Company, Seattle, WA   Mar 2016 – Oct 2016

- Wall Posts Analytics & Reporting: As B2B contractual service provider, provided daily & weekly geobased trending, reporting & data analytics on selected political & social topics.

Change Strategy Lead, Enterprise IT, Mobile Telecom, Bellevue, WA   *Jan 2015 – Oct 2015*

- Hadoop Implementation Change Strategy & Planning: Led leadership & strategy alignment, sponsorship engagement, executive communications, marcom activities including product marketing v-logs, theme-based campaigns, panel discussions, lunch & learns, email memos.
- Agile Change Program Management: Played several roles in Scrum Sprint Cycles.

Product Owner, EBN Digital Currency Start-up, Austin, TX   *Mar 2013 – Oct 2014*

- Digital Currency Product Prototyping & Operation Model Design: Acted as a Product Owner (using Agile PM Framework) for a series A tech start-up, launching alternate digital currency system, similar as Bitcoin.
- Whole Foods & Local Farmers Association Product Prototype: Designed & launched communication campaigns with attention grabbing Infographics, V-Logs series as a powerful way to tell financial system transformation story & engage with the target audience.

Program & Change Management Lead, Microsoft, Redmond, WA   M*ar 2010 – Oct 2012*

- As a W2 and B2B contractual service provider, I worked across various groups (v- vendor).
- Office of CIO Change Strategy: Helped Office of CIO team, build and rollout Microsoft IT's Supplier Management Strategy to change manage 5000+ employees & $1.2 Billion in revenue.
- Microsoft Customer Service & Premier Operations: Led Global CABs (Change Advisory Board) team supporting functional leadership, priorities, roles, and related Release Mgmt. activities.
- Microsoft Cloud-Based Software Licensing Model Change: Innovated new WOW (ways of working) to improve readiness & adoption metrics by 35% keeping TAMS & Global Developers Community highly involved during change process.

Personal Leave of Absence   *Aug 2008 – Mar 2010*

Program Manager, Product Development, Dell Financial Services, Austin, TX   *Dec 2006 – Aug 2008*

- Financial Products Portfolio Program Management: Program Managed multi-dimensional product portfolio & resources consolidating 60+ projects delivering 50% revenue increase, 30% reduction in operating expenses, improving employee & customer satisfaction by 25%.

Sr. Consultant, Strategy & BPM, BearingPoint, Mountain View, CA   *Mar 2004 – Dec 2006* Clients:

Microsoft, Yahoo!, HP, Gap Inc, Xilinx, Wind River

- ERP Technology Selection & Implementation Feasibility: Helped PMO and solution experts to determine best execution approach for HR Financial ERP technology. Created multiple-phased SOW (Statement of Work) and updated RFP (Request for Proposal) & Business Case.
- Change Governance for Vertical Cross-Industry Marketing Strategy: Documented leadership ideas on changing strategic direction. Coordinated IT Change Management functions & tasks including

documentation, training delivery. Held PMO governance meetings administrating statuses & risk-mitigation decisions on various initiatives. Worked with outsourced PR team.

- <u>Global Partner Marketing - Program Management & Governance</u>: Orchestrated portfolio of 100+ global partner marketing programs for content management, value creation analysis, market research, branding, channel optimization, alliances & partner management. `

- <u>Global CRM Strategy Remapping:</u> provided insight on scorecard management, data mining, analytics, data warehousing, customer profitability analysis and competitive intelligence.

- <u>Worldwide HR Compensation Management Process Improvement:</u> Documented as-is & to-be regional (APAC, EMEA, LATAM) annual processes to manage job title creation, roles & responsibility interpretation, and compensation structure management by regions.

BI Analyst & IT Project Manager, Broadwing Communications, Austin, TX   *Nov 2002 – Nov 2003*

- <u>System Analysis & Reporting Dashboard Design</u>: Worked with IT Data Warehouse team as a Business Intelligence Analyst. Acted as a liaison between IT and Operations developing data and reports.