

AMAN LOKHANDE

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SUMMARY

Implementation/Delivery-focused Engineering Management graduate with B2B SaaS onboarding experience, including requirements workshops, CSV data mapping, UAT coordination, and go-live readiness. Strong in SQL/Excel reporting and customer training/enablement. Experienced in structured project execution (RAID, status reporting, documentation) to keep timelines on track and reduce onboarding friction.

EDUCATION

Northeastern University , Boston, MA	Sept. 2023 – Dec. 2025
Master of Science in Engineering Management	
Zeal College of Engineering and Research , University of Pune, Pune, India	Aug. 2019 – Aug. 2022
Bachelor's in mechanical engineering	

SKILLS

Implementation & Delivery: Customer onboarding, implementation planning, requirements gathering, stakeholder coordination, UAT coordination, go-live readiness/rollout support, change management, RAID/status reporting, documentation, CSV data mapping/imports, customer training/enablement

Project & Execution: Scheduling, dependencies, scope/change requests, cross-functional coordination, Lean improvement

Analytics: SQL, Excel, KPI tracking, stats/OR fundamentals

Product: PRDs, user stories/acceptance criteria, business-to-technical requirements

Tools: Jira, Confluence, Excel, PowerPoint, Google Workspace, Slack/Teams

EXPERIENCE

Ipser Labs LLC , Fort Worth, TX	Jan. 2025 – May 2025
Product Manager, Co-op	

- Supported 5 B2B SaaS customer onboardings and implementations, running kickoff, requirements, UAT, and go-live readiness/rollout support; contributed to 4 go-lives delivered on the planned timeline
- Led 6 requirements workshops and produced implementation-ready specs (workflows, roles/permissions, success criteria, data fields); coordinated CSV data import and field mapping with customers and Engineering to ensure clean setup before UAT
- Coordinated UAT across 1–2 test cycles per customer; triaged and tracked 20 defects/requests in Jira, drove retest and sign-off, and maintained a weekly RAID log with stakeholder status updates
- Built and maintained implementation assets in Confluence (onboarding checklist, runbooks, FAQs, release notes) and delivered 3 customer training sessions using PowerPoint/Google Slides; reduced repeat onboarding questions from 5/week to 2/week and improved handoff to CS/Support
- Used SQL and Excel to track onboarding metrics (time-to-go-live, backlog aging, UAT pass rate); flagged bottlenecks that cut average Support/CS handoff time by 1 day for new customers

Vital Industrial Products, Kolhapur, India

Project Engineer	Aug. 2022 – Aug. 2023

- Coordinated order execution and dispatch for OEM accounts (including Kirloskar Oil Engines, Manugraph India, Force Motors), converting POs and part specs into a weekly production/dispatch plan; maintained an Excel tracker for 15–25 active order lines/week and drove follow-ups across Machining, Quality, and Dispatch until shipment
- Owned day-to-day drawing/spec control for running parts (e.g., covers, casings, levers, sub-assemblies); maintained a revision/clarification register and closed 8–10 spec clarifications/month (tolerances, material grade, surface finish) with customer contacts; communicated updates to Production + Inspection to avoid rework and dispatch delays
- Supported first-article/sample approvals for 3–4 new parts by coordinating trial runs on VMC/machining resources and compiling inspection evidence (dimensional checks on DIGIMAR Height Master, surface finish on MITUTOYO roughness tester, and BHN/Rockwell hardness checks); improved submission quality and reduced review loops from 3 cycles to 2 by sending complete measurement packs

Projects

Northeastern University, Boston, MA

Lean Concepts & applications - Campus Convenience Store (Checkout Delays)	Sept. 2025 – Dec. 2025

- Ran a Lean time-study of the checkout process (two 35–40 min sessions, 60 customers, 2 registers), capturing lead time, override types, manager approvals, and queue length; identified the payment step as the primary bottleneck driven by overrides/mismatches and resulting rework (waiting, motion, variation)
- Implemented countermeasures and piloted them during peak hours: standard work ("Scan, Bag, Pay"), 6S cash-wrap layout, a 5-item express lane, and error-proofing (amount-match check card + top hotkeys); pilot results reported overrides dropping from 12% to 8% (33% reduction), payment cycle time improving 0.6 to 0.5 min, and average lead time improving 5.5 to 5.1 min

Northeastern University, Boston, MA

Engineering Project Management - NUMarket Yard	Sept. 2025 – Dec. 2025

- Led end-to-end delivery planning for a campus-only marketplace MVP, ran 12 student interviews and synthesized requirements into a PRD, 45-user-story backlog, and acceptance criteria; built the project charter, WBS + Gantt schedule, RACI, communications plan, and RAID log to manage scope, dependencies, and risks
- Drove MVP readiness and launch plan: created a clickable Figma prototype and facilitated UAT with 18 students, logging 27 issues/requests in Jira and publishing release notes/FAQ + onboarding checklist in Confluence; defined rollout operations (student verification, listing moderation, issue escalation, and support handoff) and set up an Excel KPI tracker (activation rate, time-to-first-listing, weekly active users)