Soumen Ghosh

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TECHNICAL PROGRAM MANAGER

PROFILE SUMMARY

Experienced program delivery and account management professional with a successful track record spanning 17+ years. Skilled in delivering techno-functional solutions to global retail customers across the UK, Europe, Asia, and the United States. Expertise in building secure payment platforms and launching consumer-facing products like Scan n Pay, Tap n Pay, and P2P payments. Proven ability to lead and integrate multiple teams, manage complex programs, and achieve timely and cost-effective deliveries. Strong involvement in strategic initiatives, including the launch of a group buying solution and integration of EDC devices. Extensive experience in managing large-scale programs, coordinating global teams, and driving revenue-generating projects. Recognized for contributions to the success of Tesco and CRED. MSP Certified Technical Program Manager.

CORE COMPETENCIES

- Cross-functional Communication
- Product Roadmap & Planning
- Client Engagement (Stakeholder/Business)
- Change Management
- Best Practices Implementation
- Risk Assessments & Mitigation
- Process Definition & Optimization
- SQL, AWS, Miro, Confluence, Jira, Kibana, Splunk, Salesforce, Airtable

EMPLOYMENT DETAILS

CRED   **Aug 2021 – Till date**

Payments : Technical Program Manager : Bangalore

- Scan and Pay: Managed dependencies, raised risks, and facilitated risk management for the GTM launch, achieving 100 million transactions in 5.5 months. [News article link].
- Tap to Pay: Contributed to the GTM launch by implementing a rigorous approach, creating a War Room, and maintaining communication with Visa and Mastercard teams. [News article link].
- Peer to Peer Payments: Played a key role in the GTM launch, fostering collaboration through Scrum of Scrum, unblocking efforts, managing dependencies, and delivering on time. [News article link].

Paytm   **Jun 2019- Jul 2021**

Travel and E-commerce : Senior Technical Program Manager : Bangalore

- Successfully launched a group buying solution at Paytm E-Commerce platform, integrating multiple teams including Cart, PG (Payment Gateway), Promo, Scratch Card, Storefront, UX Design, Content, HTML5, Android, and iOS.
- Facilitated quarterly estimation, planning, and finalisation of the product delivery roadmap for the Travel Vertical.

- Prepared a comprehensive matrix for tracking dependencies, risks, and issues.
- Monitored the quality and velocity of development, testing, and deployment through Pilot and Rollout

Tesco PLC   **Aug 2017-June 2019**

Technical Program Manager : Bangalore

- SHA2 Implementation :Implemented SHA2 encryption methodologies by coordinating with NCR, Payment, Tills, Integration, and Deployment teams.
- Tills transformation: Collaborated with Price Service, Identity, and Store Value Service, as well as the Tills team, to run the Colleague Discount through the transactional API program.
- Conducted a pilot program for Coupons through Transaction API, collaborating with Price service, Tills, and Self Service Checkout team.
- Data Integrity : Enhanced the Data Integrity program among various retail teams by identifying gaps and providing guidance through the involvement of relevant stakeholders.

TESCO, Czech , Slovak, Hungary, Poland, Thailand, Malaysia

Location: Prague, Czech Republic, Kuala Lumpur , Bangkok

Technical and Functional Consultant   **Nov 2010- Jul 2017**

- Deployed the Storeline application and developed small tools to address gaps identified during Gap Analysis, which were then deployed in the production environment.
- Gathered requirements for the Petrol Filling Station functionality from the Slovakia business and shared the details with the Unicode Team for development, testing, and deployment in the production environment. Slovakia was the first country to adopt the Operating Model PFS solution.
- Implemented new fiscal rules specific to Hungary and Poland.
- Utilised Agile processes for gathering requirements for ASCO, including writing user stories, conducting grooming sessions with NCR SCO developers, designing bottle return functionalities, and ultimately testing and deploying the solution.

TESCO Technologies   **Feb 2007 - Oct 2010**

Location: Bengaluru and Los Angeles

Principal Software Engineer

Successfully implemented a new Price Integrity application in the US, developing capabilities within Tesco Bengaluru after receiving training from the NCR US team and establishing store labs. Provided L3 support for the implemented systems

ACADEMIC DETAILS & HIGHLIGHTS

Bachelor of Engineering (Electronics & Communication) from National Institute of Technology, Durgapur in 2004

CERTIFICATIONS

MSP® Practitioner Certificate in Programme Management
MSP® Foundation Certificate in Programme Management
Splunk Fundamentals