

# Ankit Singh

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**Project Manager | PMO | Digital Transformation**

## SUMMARY

Project Manager with over 9.5 years of experience leading digital transformation across aviation, BFSI, Retail, healthcare, e-commerce, and SaaS domains. Expert in managing enterprise-scale initiatives, API integrations, and deploying cloud-native applications on AWS. Proven track record in implementing compliance systems (PNRGOV, EU-LISA, iAPI), building data governance platforms, and modernizing legacy systems. Adept at leading cross-functional teams, ensuring regulatory alignment, and driving end-to-end deployment strategies.

## CORE SKILLS

- Digital Transformation C Cloud Migration
- Web C Mobile App Development (React, Node, Python)
- API Management C Microservices Architecture
- Agile C Scrum Project Management
- Aviation GovSec (PNRGOV, EU-LISA, iAPI, APP)
- Data Governance (MDM, Metadata, GDPR, PCI-DSS)
- ERP Implementation C Process Automation
- Dashboarding: Power BI, Tableau, Google Data Studio
- IATA Messaging Standards: PNL, LDM, ADL, ASM
- Tools: Jira, Confluence, Visio, Postman, Balsamiq, ServiceNow, ARIBA
- Platforms: AWS, Microsoft Azure, Google Cloud

## PROFESSIONAL EXPERIENCE

### **Project Manager – Digital Transformation & Aviation Compliance**

**IndiGo Airlines (via Randstad) | Jul 2024 – Present**

- Drove digital transformation of regulatory platforms across 15+ countries, enabling PNRGOV, EU- LISA, and APIS compliance.
- Delivered **seat swap automation** and real-time **codeshare sync platform** across PSS/DCS systems.
- Built **digital dashboards** for CX, compliance monitoring, and GovSec readiness.
- Executed **disaster recovery strategy** for critical check-in operations, aligned with global aviation standards.

## **Project Manager – Digital Transformation & Cloud Delivery**

**Wooshef | Jun 2023 – May 2024**

**Domain:** SaaS | Healthcare | BFSI | Aviation | Retail

**Tech Stack:** AWS, Microsoft Azure, Jira, Confluence, React.js, Node.js, Python, REST APIs, OMS, Payment

Integrations

- Delivered multi-vertical digital transformation projects across BFSI, retail, and healthcare, overseeing end-to-end development of web and mobile applications.
- Directed Scrum-based agile delivery, handling daily standups, backlog grooming, sprint planning, and release cycles across cross-functional teams.
- Designed and launched cloud-native microservices on AWS and Azure with automated deployments, CI/CD pipelines, and monitoring tools.
- Built and integrated REST APIs for ERP, CRM, and OMS systems (e.g., Unicommerce) with custom workflows for inventory, billing, and returns.
- Integrated major payment gateways like PayPal, Razorpay, and CCAvenue for customer portals and subscription-based services.
- Managed project risk assessment, delivery tracking, and go-live governance across multiple clients with varying SLA models.
- Oversaw release cycles and rollback plans ensuring zero-downtime deployments and audit-ready logs.

**Business Impact:** Accelerated product delivery by 35%, optimized cloud resources by 30%, and enabled real-time payment reconciliation with OMS sync.

## **Business Analyst / PM – Data Governance & Platform Modernization**

**Xebia (Netlink Digital Solutions) | Oct 2022 – May 2023**

**Domain:** Enterprise IT | Data Governance | Retail

**Tools:** Jira, Trello, Confluence, Postman, Google Sheets

- Coordinated modernization of data platforms through Agile-based project management and sprint tracking.
- Led risk & issue logs, managed scope changes, and ensured adherence to regulatory data policies.
- Collaborated with development teams to implement clean APIs and OMS integrations (e.g., IBM Sterling) for product catalogs, orders, and returns.
- Validated compatibility and integration paths for third-party tools including payment platforms such as PayPal and Razorpay in data migration flows.

**Business Impact:** Strengthened governance and integrity during legacy modernization while aligning OMS and payment APIs with enterprise standards.

## Project Manager – Banking Product Digitization

Ambab Infotech | Oct 2021 – Aug 2022

**Domain:** Fintech | SaaS | B2B APIs

**Tech Stack:** Node.js, REST APIs, AWS, PCI-DSS compliance

- Managed the launch of a SaaS-based cloud banking platform, ensuring compliance with PCI-DSS and security-first architecture.
- Directed end-to-end Agile project delivery, including release scheduling, risk handling, and deployment approvals for banking APIs.
- Designed payment reconciliation flows and integrated payment gateways including CCAvenue and Razorpay for merchant modules.
- Scoped and implemented OMS-like workflows for service activation, subscription lifecycles, and automated invoicing.

**Business Impact:** Enabled full digital onboarding and automated financial operations, reducing manual reconciliations by 60%.

## Business Analyst – Digital Health Platform

Tinslab Pvt Ltd | Oct 2019 – Aug 2021

- Spearheaded digitization of clinic/lab management systems (HMS), integrating **AI-driven automation** and WhatsApp-based notifications.
- Managed feature documentation, stakeholder workshops, and release cycles.

## Business Analyst – IT Solutions Delivery

Webroop Tech | Mar 2018 – Jun 2019

- Drove **digital project delivery** for 15+ clients in e-commerce, healthcare, and legal domains.
- Created FRD/SRS, visual wireframes, and feature catalogs for new digital apps.

## Product Manager s Co-Founder – Digital Startup

Wishpotato (Personalized Gifting) | Feb 2016 – Mar 2018

- Created viral **digital gifting platform**, managing e-commerce workflow, UI/UX, and social campaigns.
- Led the remote dev team and launched an order dashboard, tracking 12K+ organic order.

## FLAGSHIP PROJECTS

- **DMdash:** Centralized GDPR platform for master C metadata governance
- **CXVerse s CXPoint:** Contact center transformation with omnichannel support
- **Backup DCS:** Airline DR solution integrated with kiosks, mobile CI, IATA messaging
- **SPACES:** Modern e-commerce for FILA, RR Décor with loyalty, CRM
- **Seat Personalization Engine:** Real-time seat upgrades and rule-based logic
- **Cloud Banking Suite:** SaaS product for secure banking APIs and workflows
- **Wishpotato:** Viral D2C platform for quirky personalized gifts
- **GovSec Projects:** End-to-end deployment of PNRGOV, iAPI, EU-LISA
- **HMS Platform:** AI and API-enabled clinic and diagnostics SaaS
- **Riyad Bank Ecosystem:** Digital onboarding and SAMA-ready systems

## EDUCATION s CERTIFICATIONS

- **Bachelor of Computer Applications (BCA)** – RNTU University
- **Agile Practitioner s Scrum Product Owner**
- **Data Governance s GDPR Training**
- **OFS Lifecycle for Airline Data Systems**

## ENTREPRENEURIAL INITIATIVES

- **Wishpotato:** Viral digital gifting platform
- **Starkfork:** Micro SaaS solutions for SMEs
- **People Polly:** AI-driven employee engagement tool