

SHAIENDRA RAJ SINGH

Cognizant Technologies Ltd as Project Manager

Jan 2023 – June 2025

- Spearheaded the introduction of AI-driven customer engagement platforms, increasing customer retention by 25%.
- Led a team of data scientists and engineers to create GenAI models for predictive analytics and content creation.
- Integrated Agentic AI system into business workflows, reducing operational inefficiencies by 20%.
- Designed AI-powered tools that enabled personalized user experience, driving customer engagement by 40%.
- Implemented agile methodology across teams, significantly improving project deliverables and reducing time-to-market.
- Led user story analysis session to create and elaborate user stories, technical stories, user journeys on JIRA.
- Liaised with the Program Steering Committee / senior Program leadership, both internal and external, and provides high-level program status.
- Collaborated with stakeholders, including technical teams, business leaders, and external vendors, to define project requirements, scope, and timelines.
- Set up and deployed periodic review mechanism to monitor projects under the program for successful execution meeting customer and business requirements

Cognizant Technologies Ltd as Project Manager / Scrum Master Dec 2020– Dec 2022

- Spearheaded OMNI channel Customer data Initiative with CRM Sales, Service and Marketing module implementation.
- Coached and mentored the Scrum Team(s), removed barriers to successful implementation
- Facilitated scrum and agile ceremonies such as sprint planning, daily stand-ups, sprint reviews, and retrospectives.
- Worked closely with product owner & business owner in backlog management and continuous delivery of features
- Prepared Monthly & Quarterly review status and presented it to core committee of business sponsors
- Supported the development of a prioritized Product Backlog, including the development of user stories, acceptance criteria, and scenarios
- **Lead 15-member team located in multiple Geographies** for driving the vision and requirements, translate them to functional and technical specifications, facilitate design and deliver an efficient experience
- Collaborated in the development of QA test plans to ensure alignment with acceptance criteria
- Responsible for project discovery, project kickoffs, planning, driving the plan to deliver across customer success portfolio and IT organization

Cognizant Technologies Ltd as Project Manager

Dec

2014 – Nov 2020

- Oversaw the transformation of a \$10M tech refresh, delivering iterative updates that improved transaction processing speed by 30%.
- Managed Scrum ceremonies and backlog refinement, cutting scope creep by 15% and prioritizing high-value deliverables

- Managed Scrum processes for banking IT projects, such as core banking system enhancements and online banking portals, over 5 years.

Wipro Technologies Ltd as Delivery Lead
 June 2006 – Nov 2014

- Coordinated smaller-scale projects (\$50K-\$300K), building a strong foundation in project execution and oversight.
- Assisted in testing and quality checks, ensuring deliverables met specifications before launch.

EDUCATION

Uttar Pradesh Technical University, India

Aug 2002 -May 2006

Bachelor of Engineering: Computer Science & Engineering