



NISHITH KIRIT DOSHI

Delivery Lead & Program Manager



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PROFESSIONAL SUMMARY:

Delivery Lead & Program Manager with 20 years of experience in leading end-to-end IT project and program delivery. Proven expertise in Agile (SAFe, Scrum, Kanban) and Waterfall methodologies, managing cross-functional global teams of 40+, and driving digital transformations. Demonstrated success in enhancing team efficiency by up to 25%, reducing delivery timelines by 20%, and consistently achieving over 95% client satisfaction across diverse domains including Salesforce, BFSI, E-learning, Telecom, E-commerce, and Healthcare. Seeking a challenging role as a Scrum Master, Delivery Manager, Program Manager, or Senior Project Manager.

SKILLS:

- Project Planning & Execution** - Expertise in end-to-end project lifecycle management, from initiation to closure, ensuring projects meet scope, schedule, and cost constraints.
- Stakeholder & Client Engagement** - Strong ability to manage relationships with internal and external stakeholders, ensuring business alignment and customer satisfaction.
- Risk & Budget Management** – Proficient in identifying potential risks, developing mitigation strategies, and maintaining cost effective project execution within budgetary constraints.
- Product Management** – Collaborating with product owners, business analysts, and executives to align project goals with business objectives.
- Conflict Resolution & Team Collaboration** – Fostering a collaborative environment, addressing challenges, and ensuring open communication for high performance.
- Agile Transformation & Data Management** – Expertly blend Agile and Waterfall methodologies, demonstrating strong Agile leadership and coaching to optimize team performance and adherence to Scrum ceremonies, while driving continuous process improvement based on data-driven decision-making using Power BI and Jira Gadgets to deliver impactful organizational transformations.
- Continuous Process Improvement & Optimization** – Identifying bottlenecks, refining workflows, and implementing best practices to enhance productivity, collaboration, and team performance, driving project success.
- Scrum Facilitation & Delivery** – Conducting stand-ups, sprint planning, retrospectives, and backlog refinement to enhance efficiency and predictability.

AWARDS & HONORS:

Appreciation

- From Intel client for early project delivery in Accenture.
- From CEO for deliver an industry class Fintech platform Riskpro.
- For successful delivery and high satisfaction from Intel, Adobe, and other key accounts.

Monetary Award & Bonus

- For outstanding performance for Apple's FluidX project.
- For successful delivery of the Work flex project.
- For management of British Telecom (BT) project.

CERTIFICATIONS:

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| • GEN AI PM - PMI (2024) | • Certified Scrum Master- Scrum Alliance (2024) | • Diploma in PM – EPMC (2017) |
| • Diploma in Manual & Automation Testing – Qualisoft (2008, 2010) | • Diploma in Ecommerce – Boston (2001) | • Diploma in DTP, Basic, Tally – Computer Station Inc, Hardware – (2000, 1999, 1998, 1997) |

TECHNICAL:

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| • Program Management Tools:
SAFe Agile, Scrum, Kanban, Waterfall, Hybrid Models. | • Project Management Tools:
Jira, Microsoft Project & Planner, TFS, Confluence, Draw.io, Asana, Trello. | • Test Management Tools:
Jira, Redmine, Bugzilla, OTRS, Browser Stack. |
| • Data Analytics & Reports:
Power BI, Jira Gadgets, Google Analytics, Crystal. | • Programming Languages:
HTML, CSS, JSS, ASP, SQL. | • Develops:
AWS, Microsoft Azure, Jenkins, CI/CD Pipelines. |

WORK HISTORY:

Accenture (Sept 2021-Mar 2024)

Delivery Lead & Program Manager

- Led 3 Scrum teams using SAFe Agile to successfully deliver a global Intel Web Application (AEM) and a Salesforce marketing campaign system, consistently exceeding client expectations within scope and budget.
- Built strong partnership with global team and stakeholders, ensuring on-time delivery and maintaining a 95% client satisfaction rate.
- Facilitated all Scrum ceremonies (Sprint Planning, Daily Stand-ups, Reviews, Retrospectives), enhancing team efficiency by 25% and reducing project delivery time by 20%. Team management role.

Blankchq (Sept 2021-Mar 2024)

Program Manager

- Managed multiple project teams to successfully deliver a suite of web and mobile applications (POS, School Admin, GPS Transportation) for international schools in Singapore.
- Served as the liaison between clients and internal teams, establishing standardized Agile practices and Jira-based workflows that increased project execution speed by 30%.
- Oversaw the end-to-end program, from design and development to testing and deployment, ensuring ongoing support and timely implementation of new software requirements.

Sooryen (Dec 2018-June 2019)

Project Manager

- Managed end-to-end Agile project delivery for web applications, including projects for renowned brands (Just for Men, Vagisil) and the RiskPro financial portfolio system.
- Configured and managed Jira boards, overseeing the full Agile lifecycle including bi-weekly sprints, key ceremonies, and quarterly Go-Live production releases.
- Acted as a key liaison between product managers and project teams, enforcing structured methodologies and boosting team productivity by 15% through efficient sprint management.

Esoft (July 2017-Aug 2018)

Assistant Project Manager

- Led the development and implementation of SaaS-based workforce automation and intraday management software for call centers and back office.
- Streamlined project delivery using Jira, acting as the pivotal point between the CEO, clients, and production teams to ensure timely updates and alignment with strategic goals.
- Delivered the project ahead of schedule, receiving a monetary bonus for successful execution and meeting client expectations.

Previous Experience

- Cylsys - Managed software maintenance projects of BFSI for Birla Sun Life Insurance and UTI Financial Services.
- Lionbridge - I led QA teams for functional testing and ensuring accuracy of multilingual Adobe applications.
- LRN - I advanced from Flash Programmer to Test Lead, managing QA across diverse projects in e-learning.
- Neon - Crafted org's web presence and developed internal software.

PROJECTS:

Intel Web Application (AEM) & Salesforce | Accenture

Client: Intel & Salesforce Inc. (USA) | **Domain:** Web Application & Software (ERP) | **Team Size:** 40+

Tech Stack: HTML5, JavaScript, Python, Ruby, Node.js, Visualforce, SQL, AWS, Azure, Jenkins, GitLab

Achievements:

- Delivered a global, dynamic web experience platform for millions of users for Intel.
- Enabled BFSI clients to run targeted campaigns on Google/Facebook using Salesforce Software.

Impact:

- Enhanced worldwide customer engagement; delivered on time and within budget appreciated by client.
- Improved customer acquisition efficiency and reduced time-to-market, achieving 95% client satisfaction.

Campus POS & Admin System | Blankchq

Client: Campus (Singapore) | **Domain:** Educational (School Information System) | **Team Size:** 25+

Tech Stack: React, Material-UI, Node.js, MongoDB, AWS, MySQL

Achievements:

- Delivered an integrated web/mobile system for school admin, canteen POS, and GPS-enabled transport.

Impact:

- Significantly improved operational efficiency for international schools in Singapore.

RiskPro® Portfolio System & Combe Digital Platforms (Just for Men, Vagisil) | Sooryen

Client: US/RiskPro, Combe | **Domain:** E-commerce, Finance, Healthcare | **Team Size:** 25+

Tech Stack: React, Node.js, Angular, AWS

Achievements:

- Delivered a risk analysis and portfolio construction system for financial advisors.

- Managed e-commerce and customer engagement portals.

Impact:

- Strengthened wealth management decision-making and advisory accuracy.

- Enhanced digital customer experience and brand engagement.

WorkFlex SaaS Solution | Esoft

Client: Workflex (USA) | **Domain:** Call Centre & Back Office | **Team Size:** 15+

Tech Stack: HTML, Node.js, React, MySQL, Azure

Achievements:

- Developed and delivered intraday workforce management software for call centers.

Impact:

- Enhanced resource utilization and reduced downtime; received a performance bonus.

Direct Transaction System (DTS) for UTI & Vision Project for Birla Sun Life | Cylsys

Client: Workflex (USA) | **Domain:** Call Centre & Back Office | **Team Size:** 15+

Tech Stack: HTML, Node.js, React, MySQL, Azure

Achievements:

- Automated mutual fund transaction processing.

- Delivered a tailored fund management solution.

Impact:

- Reduced manual effort by 30% and improved compliance.

- Streamlined mutual fund operations and reduced processing delays.

Adobe | Lionbridge

Client: Adobe | **Domain:** Software's | **Team Size:** 10+

Tech Stack: Java, Python, MySQL, C++, CMS

Achievements:

- Reduced test cycle time and ensured seamless Go-Live releases.

Impact:

- Provided linguistic software's testing services for Adobe.

Canon MFP, Eversheds, Rabobank, FluidX (Apple), LMS, LCEC, Vodafone, O2 | LRN

Clients: US, UK | **Domain:** E-learning, Banking, Finance, Telecom | **Team Size:** 25+

Tech Stack: HTML5, JavaScript, CSS, PHP, Java, Node.js, Python, React, MySQL, LMS, LCEC, Dreamweaver, Photoshop

Achievements:

- Delivered a secure, scalable digital banking system.

- Developed corporate e-learning and product training platforms.

- Built an e-learning system for legal compliance and ethics.

Impact:

- Boosted digital banking adoption for global clients.

- Enhanced employee productivity and reduced training costs.

- Strengthened compliance training for BFSI clients.

EDUCATION:

Bachelor of Commerce (B. Com) – Mumbai University - 1998