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Profile summary

Experienced Implementation / Project Manager with 15+ years of success delivering SaaS-based ERP, LMS, and operational platform rollouts across EdTech, BFSI, and digital marketing domains. Currently leading strategic onboarding and implementation initiatives at MediaMint, driving cross-functional execution, stakeholder alignment, and KPI-based performance. Skilled in project planning, team coordination, risk management, and client enablement. CSPO-certified, with a strong focus on scalable processes and high-impact delivery.

Associate Manager – Implementation & Onboarding | MediaMint *Hyderabad | Oct 2024 - present*

- Led end-to-end project management for strategic operational initiatives, delivering 30+ projects with 95% on-time completion rate and consistent stakeholder satisfaction.
- Optimized resource allocation and cut execution delays by 20% through detailed project planning.
- Proactively managed cross-functional dependencies and risks, cutting issue resolution time by 30% through early identification and mitigation.
- Built executive dashboards that improved visibility and accelerated decisions by 40%."
- Tracked KPIs and turnaround time (TAT), driving a 25% improvement in team response efficiency and project throughput.
- Standardized SOPs for onboarding and process rollouts, reducing new partner onboarding time by 35% and minimizing process errors.
- Led cross-functional working groups and steering committee updates, ensuring 100% alignment across product, operations, and compliance teams.
- Owned onboarding frameworks like partner self-declarations and QA checks, achieving 90% compliance adherence and faster activation cycles.
- Resolved high-impact escalations with <48-hour turnaround on average, maintaining smooth delivery and minimal client disruptions.
- Introduced automation and process enhancements that reduced manual efforts by 40% and improved team productivity.
- Collaborated with global stakeholders to align implementation strategy with business objectives, supporting expansion into 3 new client regions.
- Ensured 100% successful handover to customer success/account management teams post-implementation.

Manager – Implementation Disprz, Chennai | 07/2023 – 03/2024

- Successfully delivered 16+ SaaS LMS/LXP implementations for enterprise clients across Southeast Asia, the Middle East, and North America, achieving 96% on-time and high-quality delivery.
- Enhanced the solution win rate by 35% through presales activities, including 20+ tailored demos, RFI/RFP responses, and custom POCs.
- Spearheaded solutioning and implementation architecture, ensuring product-client alignment, and reducing change requests by 25%.
- Reduced average go-live time by 15% by fostering cross-functional collaboration between product, engineering, and customer success teams.
- Increased delivery consistency and reduced handover errors by 60% through reusable templates and streamlined process flows.
- Maintained project governance, achieving 100% SLA adherence with effective syncs, dashboards, and stakeholder communication.

Senior Advisor – Project/Program Management, Dell Technologies, Bangalore Apr 2022 – Apr 2023

- Led the end-to-end implementation of Dell Sales Application (DSA) across 24+ countries in EMEA and APJC, achieving 95% user adoption within 3 months.
- Streamlined on-boarding workflows, boosting sales productivity by 20% and reducing ramp-up time by 15%.
- Standardized Dell Dynamic Messaging to increase customer engagement by 30%.
- Delivered user training for 1,500+ stakeholders, leading to a 40% drop in support tickets post-implementation.
- Acted as a key liaison between global stakeholders to align CRM processes and drive adoption.
- Created reporting templates and dashboards to monitor rollout progress and ensure leadership visibility.

Manager – Implementation, **Octoze Technologies**, Chennai | 07/2020 – 01/2022

- Managed full-cycle ERP implementations for education institutions, ensuring 100% on-time & in-scope delivery.
- Increased project success rates up to 98% through effective stakeholder alignment and structured governance.
- Conducted requirement workshops that reduced implementation turnaround by 30% and improved user readiness.
- Led cross-functional teams across technical, academic, and administrative functions.
- Ensured continuous client communication for issue resolution and post-go-live support.
- Refined on-boarding playbooks and templates to support scalable, repeatable implementations

Training & Implementation, Extramarks Education, Chennai | 01/2011 – 07/2020

- Led training & onboarding initiatives for SmartClass and ERP solutions, impacting over 300 schools across India.
- Delivered 500+ in-person and remote training sessions for K-12 educators, boosting technology adoption.
- Managed cloud-based ERP rollouts with a 95% client retention rate and consistent SLA adherence.
- Collaborated with product and sales teams to generate leads and contributed to a 25% revenue increase.
- Drove user engagement through customized learning journeys and regional support programs.
- Created process documentation and feedback loops to improve training effectiveness and user satisfaction.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA) - TNOU – 2020
Bachelor of Business Administration (BBA) - TNOU – 2011
Certified Scrum Product Owner® (CSPO) - 2024
PMP® **Perusing with PMI July Scheduled**
Certificate in Agile with Atlassian Jira – 2022
Agile Fundamentals (Scrum & Kanban) - Udemy
Certified in Microsoft Azure Essentials - Great Learning
Agile Scrum Master Certification - SkillUp
Certified Associate in Project Management (CAPM) - SkillU

SKILLS

- **Project Management & Collaboration Tools :-** Jira, MS Project, Monday.com, Confluence, Notion, Trello, ClickUp
- **Agile & Delivery Frameworks :-** Scrum, Kanban, Waterfall, Hybrid PMO, Sprint Planning, Retrospectives, RACI Matrix, RAID Logs
- **Cloud & Data Platforms ; -**Microsoft Azure, AWS (basic), Microsoft Power BI, Google Data Studio
- **CRM & Customer Success Tools** Salesforce CRM, HubSpot, Zoho CRM, Zendesk, Intercom
- **Productivity & Communication** Google Workspace, Microsoft 365, Slack, Zoom, Loom, MS Teams
- **Web Technologies & Integrations** HTML, CSS, JavaScript (basic), MongoDB, MySQL, API Testing (Postman), SFTP, AS2, EDI
- **Implementation & Automation** UAT/Test Case Planning, Workflow Automation, BRD/PRD creation, Change Request Management, Zapier (basic)
- **E-commerce & Marketplace** Amazon Marketplace, Walmart, Shopify, eBay, ChannelAdvisor, Miracle