

Srishti Agrawal

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Executive Summary:

PMP and PMI-ACP certified Project Manager with 4.5 years of experience leading SaaS and digital transformation programs for enterprise clients. Delivered projects with 98% on-time completion, 25–30% velocity gains, and 15% cost savings through structured risk management and Agile execution. Leads global cross-functional teams, aligns stakeholders, and partners with product and engineering to deliver scalable solutions.

Experiences:

Associate Manager | New Era Technology | Bangalore, India (December 2021 – Present)

- Directed multi-location SaaS implementation projects, delivered 98% of projects on time while maintaining budget and compliance with client standards.
- Anticipated and mitigated risks in scope, cost, and schedule through structured RIMR frameworks, sustaining high client trust and 95% satisfaction scores.
- Led 25+ stakeholder workshops and executive reviews to validate requirements and align delivery milestones with business objectives.
- Drove Agile execution by managing 100+ user stories in Azure Boards, improving sprint completion rates by 30% and backlog transparency.
- Partnered with Product, Engineering, and Support to implement high-priority features, achieving 20% sprint efficiency gains and boosting cross-functional collaboration.
- Defined delivery scope in 40+ SOWs and RFPs, improving clarity of risk, cost, and timelines for executive sign-off.
- Enabled team adoption of Agile practices, raising sprint velocity by 20% and strengthening delivery discipline.

Business Development Executive | Spoors Technology | Bangalore, India (December 2020 – December 2021)

- Coordinated delivery of SaaS automation features across 4 products, achieving a 25% efficiency gain and reducing manual workload for enterprise clients.
- Led 60+ Agile ceremonies (planning, reviews, retrospectives), resolving 10+ blockers that accelerated release cycles.
- Evaluated KPIs for 3 core products, informing roadmap changes that increased adoption by 15% and retention by 10%.
- Managed 30+ weekly deliverables through Jira, Confluence, and Google Analytics, ensuring transparent reporting and cross-team alignment.
- Coordinated with five cross-functional teams to deliver SaaS solutions on time and within client scope.

Certifications:

- **Project Management Professional (PMP)** – Project Management Institute
- **PMI Agile Certified Practitioner (PMI-ACP)** – Project Management Institute
- **Google AI Essentials Certificate**
- **Udemy Courses** – Agile Scrum & Kanban, SQL Bootcamp, Supply Chain Strategy, Data Analytics & Executive Reporting, Pre-Sales Management for IT Solutions.

Tools:

SAP, Jira, Confluence, Asana, Trello, CRM Systems, Microsoft Project, SQL, Power BI, N8N, OpenAI

Core Competencies:

Project Management (Agile: Scrum, Kanban), Operations Strategy & Supply Chain Optimization, Cost Optimization, Procurement & Vendor Management, Stakeholder Alignment & Executive Communication, Business Process Mapping & Change Management, End-to-End Bid & Proposal Management (Pre-Sales Support), Risk Identification, Mitigation & Post-Mortem Analysis, Product Delivery Lifecycle & Go-to-Market Strategy, KPI Management, Forecasting & Financial Management, **Enterprise Deployment & Simulation:** CRM/CLM/HRMS rollout, onboarding journeys, simulation-based delivery

Projects:

- Developed and launched an AI-powered marketing & support bot (WhatsApp + website) to capture leads, qualify prospects, answer FAQs, and book meetings – reducing manual workload and improving response times by 70%.
- Led phased rollout (pilot → optimization → scale) with clear KPIs (25%+ lead capture rate, 30% FAQ deflection, 30–50 meetings/month booked) and stakeholder alignment across Marketing, Sales, and CGO.
- Defined project scope, timelines, and budget options (₹45K–₹1.5L), balancing lean pilot needs with long-term scalability through multilingual support, campaign attribution, and nurture automation.
- Delivered measurable business impact by positioning marketing spend as a growth investment, enabling faster feedback loops, higher conversion, and stronger funnel visibility.

Education:

- International Management Institute: MBA (March 2021)
- Sam Higginbottom University of Agriculture, Technology & Sciences: BBA
- Delhi Public School (CBSE)