AJAY GOVIND S

Product & Project Management | Strategy, Execution, Delivery

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SUMMARY

Product and Project Management professional with **7+ years** of experience delivering digital products across **healthcare, ed-tech, immersive tech, AI, HCI, telecom**, and **sustainability**. Led end-to-end delivery of digital projects with combined funding exceeding **USD 100 million** from organizations including **USAID, RISE and MeitY, Government of India**. Experienced in requirements definition, stakeholder alignment, risk management, and cross-functional execution using Agile and Hybrid methods. Contributed to national initiatives including **G20 India 2023** (**C20 – Education & Digital Transformation**, Working Group). Seeking Product or Project leadership roles focused on execution, UX-driven delivery, and measurable impact.

EXPERIENCE

Product Engineer, *Amrita Vishwa Vidyapeetham—CISAI, Kerala, India*   **Jan 2025 - Dec 2025**

Led analytics and **project governance** by establishing clear processes, improving cross-team coordination, and using data to guide delivery across multiple digital products, driving **Agile adoption** and operational efficiency.

- **Coached** and **Onboarded 4+ teams** along with their Leads (**35+ members**) to OpenProject, digitizing effort tracking, enabling monitoring, efficient resource allocation, and reducing slippages.
- **Implemented change management** in ticket workflows, by **drafting SOPs** and driving adoption.
- **Empowered** a **10+ member** product team to take on **Scrum roles** boosting delivery ownership.
- **Delivered Metabase dashboards** integrating with Redmine, enabling analytics across **5+ product teams**.
- **Reduced** ticket resolution time by **30%**, **setting KPIs** for handling tickets while balancing dev & testing teams.

Project Engineer, *Amrita Vishwa Vidyapeetham—CREATE, Kerala, India*   **Apr 2022 - Dec 2024**

Managed a **portfolio of 6+ digital products** by leading **scope definition**, **planning**, and **execution** across healthcare, AR/VR, and education domains. Drove **stakeholder alignment**, **backlog prioritization**, and Agile delivery while integrating UX-focused design and immersive technologies to support measurable product outcomes.

Project: **DiSha – Critical Care Gamified Medical Simulation** (http://disha.amritacreate.org/rise/)
Sponsor: USAID, RISE | Implemented by Jhpiego (Johns Hopkins affiliate)
Impact: Deployed via 76-hub, 2,000+ spoke model; launched at C20 IHH Summit (G20 India) supporting **SDG 3** (Good Health and Well-Being) and **SDG 4** (Quality Education)

- **Delivered** a gamified medical simulation platform by leading requirement gathering with clinical stakeholders, defining scope, and planning end-to-end UX/UI, improving learner engagement and knowledge retention.
- **Executed cross-functional delivery** by coordinating SMEs, developers, and multimedia teams, managing risks and dependencies, and validating outputs, resulting in clinically accurate and scalable simulations.
- **Designed and delivered** a VR simulation application by aligning UX decisions with technical feasibility and medical use cases, resulting in enhanced immersive learning value.

Project: **ALP – Language Learning Mobile Application (K–1)** (Amrita Lion Cubs Android app)
Impact: Implemented in Hyderabad, Kolkata, and Belgaum schools supporting **SDG 4** (Quality Education)

- **Managed end-to-end delivery** by defining scope and redesigning the complete user journey to improve usability and learning by establishing and training the team on Scrum, and governing sprints execution.
- **Enabled a successful launch within 6 sprints** across multiple schools by resolving delivery risks, estimating & prioritizing user stories, coordinating sprint closures, stakeholder approvals, and design-to-development handover.

Project: **MedSim 2.0 – Medical Simulation Platform for Clinical Learning** (https://medsim.in/medsim/)
Sponsor: MeitY, Government of India | Collaborated with C-DAC Thiruvananthapuram
Impact: Online clinical skills lab with 100+ virtual cases, aligned with **NMC 2020** MBBS Regulations & **NEP 2020** supporting **SDG 3** (Good Health and Well-Being) and **SDG 4** (Quality Education)

- **Led** requirement gathering, scope definition, and **UX-led planning** to deliver MedSim 2.0, a regulation-aligned clinical simulation platform.
- **Liaised** with medical SMEs and academic stakeholders to translate clinical workflows into clear requirements, reducing ambiguity and rework.
- **Planned and executed** delivery through effort estimation, risk identification, and work breakdown, enabling on-time delivery and standardized UI components.

Graphic Designer, *Amrita Vishwa Vidyapeetham—CREATE, Kerala, India*   **Oct 2021 - Apr 2022**
- **Directed** print & media collateral for **20+ digital projects**—managing vendor collaborations across **3+ regions**.

Senior Tester UX-UI, *Etisalat by e&, Dubai, UAE*   **Sep 2019 - Aug 2021**
- Supported large-scale **B2C digital platforms** by **executing** end-to-end **UX/UI validation** for **2 flagship** mobile **applications** (My Etisalat & Smiles), collaborating with cross-functional teams.
- **Awarded Gold – Digital UI UAT Execution (2020)** for achieving the highest test case execution count, demonstrating excellence in quality assurance and delivery execution.

UX Designer, *Knowledge Lens: A Rockwell Automation Company, India*   **Oct 2018 - Jul 2019**
- Delivered **UX research** and **UI designs** to **enterprise software** by translating business and stakeholder requirements into usable, data-driven UX solutions.

Programmer Analyst Trainee, *Cognizant, India*   **Dec 2017 - Sep 2018**
- Automated **100+ regression and unit test scripts** using Selenium, Java, TestNG, and Maven by following defined test plans and SDLC processes, resulting in improved test coverage and faster release cycles.

EDUCATION

MBA - General Management, *Amrita Vishwa Vidyapeetham, India*   **Nov 2021 - Dec 2024**
B. Tech. Computer Science Eng., *Amrita Vishwa Vidyapeetham, India*   **May 2013 - May 2017**

CERTIFICATIONS

- PMP® (PMI) — Application Submitted
- [Product Management Basics Certification](#) (Pendo)
- [Agile Project Management](#) (Google)
- [Developing an Agile Team](#) (University of Colorado System)
- [Negotiation, Mediation and Conflict Resolution Specialization](#) (ESSEC Business School)

SKILLS

- **Product Management & Agile:** Project Planning & Execution, Scope Definition & WBS, Requirements Gathering, Backlog Management & Prioritization, User Stories & Acceptance Criteria, Agile Scrum & Kanban, Sprint Planning, Change Management, Risk & Issue Management, Azure Boards, OpenProject, Redmine, Asana.
- **Technology & Delivery Enablement:** AI for Product & Delivery, User Research & Design Thinking, Web & Mobile Delivery Collaboration, CI/CD, Version Control, API & Testing Awareness, Figma, Extended Reality.
- **Leadership & Communication:** Stakeholder Management, Cross-Functional Collaboration, Interpersonal Communication, Process Governance & Optimization, Strategic Thinking, Negotiation & Conflict Resolution.

LANGUAGES - English (professional), Malayalam (native), Tamil (native)