Alok Ranjan
Project/Product Manager | AI & SaaS Solutions

📞 +917042915552   ✉ alokranjan04@gmail.com   in linkedin.com/in/alokranjan04/

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Professional Summary: Dynamic Technical Project Manager with over **17 years of experience** in the software industry, specializing in project management and Agile methodologies. Proven track record of **leading cross-functional teams** to deliver high-quality data engineering projects and innovative SaaS solutions. Adept at driving scrum teams as a Scrum Master, ensuring timely delivery while fostering a culture of continuous improvement. Recognized for exceptional problem-solving abilities and a commitment to delivering value early in project lifecycles. Passionate about leveraging technology to solve business challenges and enhance sustainability initiatives.

Key Competency

- **SAFe Implementation & Agile Leadership:** Successfully led the implementation of SAFe practices across multiple teams, resulting in a 25% increase in delivery predictability. Championed Agile methodologies to enhance adaptability to change, driving a 20% acceleration in development cycles.
- **Strategic Planning:** Conducted comprehensive market analysis to develop product roadmaps aligned with organizational goals, resulting in a 25% increase in market share. Collaborated with senior leadership to ensure project objectives supported long-term business strategies.
- **Cross-Functional Collaboration:** Established effective communication channels between engineering, product management, and operations teams, leading to a 15% increase in revenue from new product launches. Engaged stakeholders through regular updates on project progress and challenges.
- **MLOps & AI Project Development:** Expertise in developing and deploying MLOps projects, including chatbots using Llama 3.3, Groc, Hugging Face, and Qdrant, deployment on Amazon Bedrock
- **Generative AI Solutions**: Developed multiple Generative AI projects such as a medical assistance application and a resume builder utilizing Gemini API and Hugging Face.
- **Risk Management & Mitigation**: Developed comprehensive risk management plans that proactively identified potential issues and implemented mitigation strategies to ensure project success. Articulated risk assessments that enhanced transparency and stakeholder confidence.
- **Team Development & Mentorship:** Initiated leadership development programs for emerging leaders within the technical program management team, resulting in a 40% increase in internal promotions. Established mentorship programs that improved team retention rates by 30%.
- **Stakeholder Communication:** Developed structured communication plans for engaging executive stakeholders, providing regular updates on project milestones and risks. Implemented quarterly business reviews with key clients to discuss project progress and gather feedback.
- **Metrics-Driven Improvement**: Utilize metrics to measure performance and drive continuous improvements in processes and team dynamics.

Professional Experience

Personal Projects

- Built Doctor appointment booking app along with admin panel with link
- Built almost-MD, you can ask anything about your medical report based link
- Analyze ingredients and get health concern as well as its alternative, about any packaged or unpackaged food or cosmetics items link
- Extract multiple CVs and get all information in csv file as well as in the json format. link
- A technical news site built in reactjs along with top companies got investor last month link

Aerohyre - Project/Product Manager, New Delhi   Mar 2023 – Present
- Spearheaded the overall **delivery of software services projects**, ensuring successful execution across all phases while managing financials for optimal operational efficiency.
- Acted as **Scrum Master for multiple scrum teams,** facilitating sprint planning, backlog refinement, and retrospectives to enhance team collaboration.
- Collaborated with engineering leads and product owners to define project scope and deliverables, ensuring alignment with business objectives.
- Championed the adoption of **Agile methodologies** across teams, achieving a 30% reduction in product delivery times, enhancing adaptability to change.
- Launched innovative AI tools that captured over 13,000 enterprise prospects in the first quarter, significantly contributing to revenue growth.
- Developed comprehensive project risk mitigation plans ensuring proactive communication with stakeholders.
- Conducted market analysis leading to a strategic product roadmap that increased market share by 25%.

TaskUs –Technical Product Manager, Gurgaon   August 2021 – December 2022
- Partnered with engineering teams to develop scalable customer engagement tools that improved user retention rates by 30%, demonstrating strong project oversight.
- Engaged in pre-sales activities ensuring compliance with project requirements while collaborating with legal teams on contract specifications.
- **Established regular feedback channels** elevating customer satisfaction ratings by 30%, informing critical product updates.
- Implemented **performance optimization strategies** accelerating development cycles by 20%, enhancing overall team productivity.
- Established metrics for measuring project success and facilitated retrospectives to drive continuous improvement within the team.

Concentrix - Technical Lead & Customer Experience, Gurgaon   October 2015 – August 2021
- Designed customer analytics platforms that improved user engagement metrics by 30%, utilizing data-driven strategies to enhance service delivery.
- Facilitated Agile ceremonies promoting collaboration and transparency among teams, resulting in a 40% increase in user activity.
- Managed high-budget projects exceeding $5M, contributing significantly to technological advancements within the organization.
- Initiated leadership development programs resulting in a 40% increase in internal promotions.

Earlier Roles: UI Developer at Tarams, WDC, ABB, CA Technologies , Bangalore   July 2007 – August 2015
- Participated in agile ceremonies and sprint planning activities
- Delivered high-performing software solutions in distributed systems, user interface design, and using HTML , CSS , Javascript

Certificate & Education

Google Project Management (Coursera)
SAFe Agilist (expected completion by Jan'25)
BMS Institute of Technology, Bangalore Bachelor of Engineering (Electrical & Electronics)   Aug 2003 – June 2007