ANANYA ABHAY

✉ ananyaabhay@gmail.com | **in** ananyaabhay | ⌗ ananyaabhay

SUMMARY

Sr. Project Lead with **3.5+** years of experience leading enterprise SaaS implementations. Skilled in aligning product, tech, and CS teams to deliver structured outcomes. Known for managing delivery across fast-moving, complex environments while reducing risk and improving adoption.

WORK EXPERIENCE

Senior Project Lead
Info Edge (India) Limited

Apr. 2024 – Present
Bengaluru, India

- Led **8+** enterprise SaaS implementations with defined milestones, ensuring smooth execution and timely delivery.
- Managed client engagement & escalations end-to-end, achieving **91%** satisfaction through proactive alignment.
- Conducted detailed fit-gap analyses to align customer needs with product scope, reducing delivery risks.
- Applied Agile methodologies across teams, accelerating project timelines by **12%** and improving adaptability.
- Analyzed platform usage data to refine rollout strategy, boosting adoption by **15%**.

Project Lead
Info Edge (India) Limited

Apr. 2023 – Mar. 2024
Bengaluru, India

- Led **12+** end-to-end project implementations, ensuring ***exceptional client satisfaction*** and effective issue resolution.
- Guided product team collaboration on data-driven strategy, driving **25%** user engagement and a **7%** retention increase.
- Facilitated **30+** integrations with third-party applications resulting in streamlined processes & reduced downtime.
- Identified and mitigated potential project risks during implementation, reducing project disruptions by **16%**.
- Fostered ***cross-functional collaboration*** across teams, resulting in a **10%** improvement in project delivery timelines.

Senior Executive Customer Experience & Product Specialist
Info Edge (India) Limited

Nov. 2021 – Mar. 2023
Bengaluru, India

- Automated recruitment systems for **10+** clients & provided ***techno-functional*** expertise to streamline processes.
- Collected detailed requirements, crafted business cases, & streamlined project execution for informed decision-making.
- Achieved a **20%** reduction in TAT for technical & configuration bugs through strategic planning, enhancing system stability.
- Led UAT processes, ensuring smooth transitions for stakeholders and reducing post-implementation issues by **9%.**

POSITIONS OF RESPONSIBILITY / LEADERSHIP

Global Operations Specialist - AMER
180 Degrees Consulting

Aug. 2020 – Jul. 2023
Sydney, Australia

- Implemented ops strategies (Townhalls, Newsletters, Project 180) across **150+** branches, improving collaboration by **14%.**
- Revived 2 post-COVID chapters — restored structure, leadership, and engagement across teams.

Co-Founder & General Secretary
180 Degrees Consulting DRC

Jul. 2019 – Jul. 2020
Delhi, India

- Founded & scaled the all-women DRC chapter of 180DC, leading **45+** consultants through client-facing consulting projects.
- Delivered **8** consulting projects across two cycles with a consistent **9+/10** client satisfaction score.

SKILLS

Leadership & Delivery: Program & Project Management, Agile, SaaS Implementation, Product Operations, Stakeholder Management, Cross-functional Collaboration, Risk Management, Process Optimization, CX Strategy, Client Onboarding
Tools & Platforms: Jira, Confluence, Google Analytics, Power BI, Postman, Cloud Monitoring (Azure & AWS), GitHub, GitLab
Tech & Data Exposure: SQL, MongoDB, API Testing, Jenkins, API Integration Planning, Business Intelligence

EDUCATION

Daulat Ram College, University of Delhi
B.A. (Honors) in Economics

2017 – 2020
Delhi, India

ACHIEVEMENTS

Spot-on Award — Info Edge Quarterly Awards (Q4) — *2023*
Acing It Award — Info Edge Quarterly Awards (Q3) — *2022*
Star Team Award — Info Edge Quarterly Awards (Q3) — *2022*
All India Rank 1 — Common Entrance Exam, Gokhale Institute of Politics and Economics — *2021*
Best Rotaractor of the Month — Rotaract Club of Youth Leaders — *2019*