

## Dhananjay Panchal

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### Professional Summary

Project Manager & Scrum Master with 10 years of experience in Digital Transformation, Agile and Waterfall implementations, and IT Project Management. Proficient in driving end-to-end software development, system integrations, and process improvements. Certified in SAFe® 5 Scrum Master, PRINCE2, and Agile methodologies, ensuring projects are delivered on time, within scope, and budget. Known for strong leadership, strategic planning, and a results-driven approach.

### Core Competencies and Skills

- Project & Program Management (Agile, Waterfall, Hybrid)
- Digital Transformation & IT Strategy
- Risk Management & Change Control
- Stakeholder & Client Relationship Management
- Vendor Management & Negotiation
- Jira, Confluence, MS Projects, Zoho
- Scrum Master & SAFe Agile Coaching
- Software Development & API Integrations
- CI/CD Pipelines & DevOps Practices (Bamboo, Bitbucket)
- Team Leadership & Mentoring
- Java, HTML, CSS, Angular, React, NodeJS, Spring Boot

### Domains

BFSI | Ed-Tech | Ecommerce | Localization | Payments and Cards

### Projects

- Transformation of Banking Products and CRMs to new technology for top Banks and Finance Firms of the World
- Third-party integrations with banking products
- LMS- HRMS Integrations and delivery
- OMS integrations

## **Professional Experience**

### **Infosys Limited**

*Project Manager & Scrum Master*

*July 2021 – Present*

- Lead Digital Transformation projects in the Banking-Finance domain, ensuring Agile delivery and compliance.
- Spearheaded Agile ceremonies and SAFe adoption.
- Managed resource planning and billing, vendor management.
- Collaborated with business and technology subject matter experts to assess requirements, define scope, create estimates, and produce project charters.
- Analyzed requirements with the product team, envisioning system features and functionality.
- Contributed to team meetings, troubleshooting development and production problems across multiple environments and operating platforms.
- Key contributor in creating thought leadership within the area of technology specialization and in compliance with guidelines, policies, and norms.
- Led CRM and OMS implementations for banking and retail clients, improving customer service and order fulfillment accuracy.
- Worked on integration of OMS with ERP and payment systems to ensure real-time inventory tracking and order processing.
- Oversaw Agile delivery of features such as multi-channel order intake, invoicing, and shipment coordination.

### **Invoice (Formerly known as UpsideLMS)**

*Project Manager & Scrum Master / Account Manager*

*July 2016 – July 2021*

- Led LMS and SaaS-based learning platform implementations, ensuring seamless integrations.
- Managed SSO (SAML, LDAP, ADFS) and data migration projects, optimizing interoperability.
- Directed customizations/change requests of the product as per the client following Agile and Waterfall project lifecycles, improving customer retention.
- Oversaw e-commerce and payment gateway integrations, streamlining customer transactions.

- Integrated third-party e-commerce platforms with internal OMS for order placement, payment processing, and access control.
- Acted as a liaison between development, product, and client teams for business alignment.

**TransPerfect**

*Project Coordinator*

*Feb 2015 – July 2016*

- Managed multiple language translation and IT localization projects, ensuring quality and timely delivery.
- Led vendor onboarding and collaboration, optimizing project workflows.
- Coordinated with IT teams to define business requirements and streamline project execution.

**Education & Certifications**

- MBA in Information Technology – University of Pune
- B.E. in Information Technology – University of Pune
- SAFe® 5 Scrum Master
- PRINCE2 Foundation & Practitioner
- Agile Scrum Master
- Business Analyst Certificate – Manipal Education