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Project Manager | Senior. Scrum Master |
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Objective:

Experienced Associate Project Manager & Scrum Master with **9 years** of experience in the IT industry with expertise in full-stack development, AWS DevOps, and Workday (HCM) ERP. Seeking growth opportunities in an innovative organization.

Professional Work Experience:

Project Manager with 6+ years of experience in Agile, AWS DevOps, and API integration. Led content management, finance, and AI/ML projects, including XMS, Engro Website Revamp, and SmartPredict AI Analytics, focusing on performance, security, and timely delivery. Skilled in team leadership, stakeholder coordination, and cloud deployment

Professional Summary:

- Proficient in Agile & Waterfall methodologies (Scrum, Kanban, SAFe) and project management tools like Jira.
- Skilled in business requirements analysis and delivering impactful solutions within Agile frameworks.
- Expertise in project scope definition, end-to-end project planning, and managing multiple projects simultaneously.

SkillSet:

Primary Skill:

- **Project & Product Management**: Agile (Scrum, Kanban, SAFe), Lean Six Sigma, PMBOK, SDLC, TDD/BDD, MVPs
- **Project Management Tools**: Azure DevOps, Jira, Confluence, Notion, Asana, Trello, MS Project, Dynamics 365
- **Documentation**: BRD, SOW, Project Charter, Change Requests, Test Plans, ServiceNow ITSM, Archer
- **ServiceNow**: ITSM, ITIL, SPM, ITOM, GRC, HRSD, SecOps, DevOps

- **CRM Platforms**: Salesforce, ServiceNow (PPM tool)
- **Testing & QA**: Automation Testing, CI/CD Pipelines, RCA, QA Processes
- **Team Management**: Leadership, Performance Tracking, Task Management, User Stories
- **Development**: HTML, CSS, JavaScript, React.js, Node.js
- **Cloud & DevOps**: AWS, CI/CD, DevOps Tools
- **Databases**: MySQL, MongoDB, SQL, SSIS, SSRS

<u>Secondary Skills:</u>

- **Infrastructure & Orchestration**: Ansible, Kubernetes, Terraform, Microservices, APIs
- **Containerization**: Docker
- **Backup & Recovery**: Veeam, Zerto, Commvault
- **Productivity Tools**: MS Excel, PowerPoint, Word, Slack

<u>Project Experience - 1.0:</u>

DAO Soft   **December 2024 to Present**

Product Name: Decision Intelligence Platform
Domain: Decision Intelligence
Client Name: Confidential
Role: Project Manager

Project Overview:
Spearheaded the development and deployment of the Decision Intelligence Platform, aimed at enhancing data-driven decision-making through structured workflows and role-based access. Successfully implemented the platform across diverse sectors, including automotive (Ford Motor Company) and higher education, leading to significant improvements in operational efficiency and user engagement.

Key Responsibilities:

- **Project Leadership**: Directed the full project lifecycle—planning, execution, monitoring, and delivery—ensuring alignment with stakeholder goals and agile methodologies.
- **Workflow Optimization**: Architected and continuously improved modular workflows for decision support tailored to domain-specific use cases.
- **SDLC Management**: Oversaw SDLC phases using Agile-Scrum, ensuring timely sprints, high-quality deliverables, and effective team collaboration.

- **DevOps Strategy**: Facilitated transition from a 3-tier (Dev–QA–Prod) to a 4-tier environment (Dev–QA–Pre-Prod–Prod), optimizing staging and release readiness.
- **Performance Engineering**: Directed system benchmarking and performance optimization initiatives, including implementation of Apache JMeter for load testing.
- **Test Automation**: Initiated and managed automation test framework adoption using **Playwright** and **Cypress**, improving test coverage and reliability.

Achievements:

- **Process Improvement:** Streamlined project workflows, reducing delivery timelines by 20% and enhancing overall process efficiency.
- **System Enhancement:** Improved system reliability and scalability through targeted performance optimizations and DevOps enhancements.
- **Client Satisfaction:** Customized the platform for Ford Motor Company, enabling predictive maintenance and delivering actionable customer insights.
- **Educational Impact:** Modernized technological infrastructure for higher education institutions, resulting in improved student engagement and retention.

Notable Technical Contributions (GenAI R&D – Strategic Guidance & Oversight)

As part of DAO Soft's innovation initiative, provided strategic direction and technical guidance to the engineering team on incorporating Generative AI capabilities within the Decision Intelligence Platform.

Plug-and-Play LLM API Integration:

- Guided the team in architecting a **chat-based interface** with backend logic to support **dynamic switching between LLMs** (e.g., Gemini, Hugging Face models).
- Advised on the implementation of **configurable multi-provider API routing**, enabling seamless integration with proprietary and open-source models.
- Oversaw the planning and execution of **live demos** showcasing LLM capabilities within a toy chat app environment.

Interactive Data Visualization with LLMs:

- Directed the design of a conversational system to generate, edit, and customize **dynamic tables, charts, and visuals** based on structured LLM outputs.

- Provided recommendations for enabling **real-time editing**, **multi-format display**, and **JSON-driven rendering logic** to support iterative data visualization.
- Recommended the use of **Vuetify and modern charting libraries** (e.g., Chart.js, ApexCharts) for building an intuitive, responsive user interface.

Scalable Long-Term LLM Memory System:

- Championed the development of a **scalable memory and session management architecture** using Redis, PostgreSQL (JSONB + PGVector), FAISS, and LangChain.
- Defined system requirements for features such as **versioned checkpoints**, **persistent memory snapshots**, **real-time session caching**, **RBAC**, and **audit logging**.
- Ensured alignment with a **microservices-based architecture**, focusing on **compliance, traceability**, and **long-term extensibility**.

Key Milestones:

- **December 2024:** Project onboarding, stakeholder engagement, and initial process assessment.
- **January 2025:** Realigned SDLC processes for enhanced efficiency and established structured pull request (PR) practices.
- **February 2025:** Transitioned to a 4-environment DevOps setup, optimizing deployment and testing workflows.
- **March 2025:** Integrated features such as a JSON editor, role-based access control, and implemented advanced testing frameworks.
- **April 2025:** Led User Acceptance Testing (UAT) and ensured seamless product deployment, accompanied by post-launch performance monitoring.

Project Experience - 1.1:

Engro Technologies	**Company Duration:** June 2024 to Oct 2024
Project Name: XMS **Domain:** Content Management **Client Name:** Internal Product	**Project Duration:** June 2024 to Oct 2024

Role: Associate Project Manager

Roles & Responsibilities:

- Coordinate and manage all project activities to ensure timely delivery and

a strong understanding of workflow processes, including invoice generation.

- Coordinated project activities to ensure timely delivery with a focus on Cybersecurity for content management systems.

- Integrated Datacentre Team (COI) for infrastructure setup and ensured alignment with security protocols.

- Facilitate stakeholder meetings and maintain effective communication channels.

- Design the project layout and define functionalities based on stakeholder requirements.
- Kick off the project initiation meeting with the stakeholders to gather detailed requirements and create a comprehensive project document.
- Ensure smooth client API gateway integration, conducting rigorous testing in Postman to verify reliability and alignment with project specifications.
- Collaborate with penetration testing teams during client-facing engagements to identify potential vulnerabilities and ensure robust security measures.
- Oversee website deployment using AWS, leveraging experience in managing service providers and DevOps in the cloud to ensure a smooth launch.

Achievements:

- Successfully integrated multiple modules into XMS to enhance functionality and user experience, allowing for customizable content management.
- Achieved a 40% increase in system performance through optimization and efficient code reuse across modules.
- Enhanced security posture by addressing vulnerabilities identified by penetration testing teams, leading to a more secure application.

Milestones:

- **June 2024: API Documentation**
  - Conducted kickoff meetings with stakeholders to finalize project scope and objectives.
  - Developed detailed project documentation outlining

requirements and deliverables.

- **July 2024: API Integration**
  - Integrated API with the XMS platform.
  - Completed initial round of testing using Postman to ensure seamless integration and data flow.
- **August 2024: Development Phase Completion**

  - Coordinated development efforts to ensure they align with project specifications. Familiarity with architectural patterns.

  - Collaborated with the UI/UX team to finalize the application interface, focusing on user-friendly design.

  - Frontend developers worked on the UI while backend developers developed APIs.

  - Facilitated the integration of frontend and backend components, effectively addressing queries and providing solutions. Demonstrated strong analytical skills in project execution and workflow processes.
- **Sep 2024: User Acceptance Testing (UAT)**
  - Conducted UAT sessions with key stakeholders, gathering valuable feedback for refinements.
  - Made necessary adjustments to the application based on user input.
- **October 2024: Deployment & Go-Live**
  - Engaged with clients post-deployment to address any security concerns identified by penetration testing.

Project Experience - 1.2:

Engro Technologies   **Company Duration:** June 2024 to Oct 2024

Project Name: Engro Website Revamp   **Project Duration:** June 2024 to Oct 2024
Role: Associate Project Manager

Roles & Responsibilities:

- Coordinate and manage all project activities.
- Managed API integrations and collaborated closely with Datacentre

Cybersecurity for ensuring all security aspects were covered.
- Facilitate communication and meetings with stakeholders.
- Design the project layout and its functionalities.
- Lead the project initiation meeting with stakeholders to gather requirements and create comprehensive documentation.
- Ensure seamless client API integration, conducting thorough testing in Postman for reliability and compliance with project specifications.
- Oversee the development process in collaboration with UI/UX developers.
- Manage website deployment using AWS DevOps cloud.
- Integrate Sales Point Software data into the website, ensuring accurate representation of sales analytics and metrics.

Project Experience - 1.3:

Engro Technologies   **Company Duration:** June 2024 to Oct 2024

Project Name: Artemis (Int. Product)   **Project Duration:** June to Oct 2024

Role: Associate Project Manager.

Roles & Responsibilities:

- **Project Coordination**: Manage all project activities to ensure timely delivery and alignment with objectives. Engage with new technologies through proof of technology, pilot programs, and phased rollouts.

- Ensured infrastructure security through collaboration with the Datacentre Team (COI).

- Supported Cybersecurity teams in protecting sensitive data and communications throughout the project's lifecycle.

- **Stakeholder Communication**: Facilitate regular meetings and maintain effective communication channels among all stakeholders.
- **Project Design**: Create the project layout and define core functionalities.
- **Client Onboarding**: Conduct the project initiation meeting to gather requirements, followed by the creation of detailed documentation.
- **API Integration**: Manage seamless API integration, performing rigorous testing in Postman to ensure reliability and compliance with project specifications.
- **Development Oversight**: Coordinate the development process,

collaborating closely with UI/UX developers to maintain design integrity.

Project Experience - 2.1:

Graficali IT Company　　　　　**Company Duration:** April - June 2024

Project Name: *TOTG (Traffic Violation)*　　**Project Duration:** April - June 2024

Domain: Law Enforcement
Client Name: *New IN Blue*
Client Location: U.S.A
Role*: Software Project Manager*

Roles & Responsibilities:

- Coordinate and oversee all project activities.
- Facilitate stakeholder meetings and communication channels.
- Design project layout and functionalities.
- Kick off the project initiation meeting with the client to note down the requirements and make a detailed document.
- Ensure smooth client API integration, including rigorous testing in Postman for reliability and alignment with project requirements.
- Oversee the development process, coordinating with UI/UX developers.
- Handle app deployment using an IIS (Internet Information Services) server.

Project Experience - 2.2:

Graficali IT Company　　　　　**Company Duration:** April 2024 - June 2024

Project Name: *Adcomp Kiosks*　　**Project Duration:** April 2024 - June 2024
Domain*: Finance, telecommunications, technology*
Client Name: *AdComp Systems Group*
Client Location: *U.S*

Role*: Software Project Manager*
Roles & Responsibilities:

- Coordinate and oversee project activities.
- Design overall system architecture.
- Develop and integrate software components.

- Implement IVR capabilities and integrate with WPOS.
- Develop the Citation System functionalities.

Project Experience - 3.1:

GSS Informatics Pvt. Ltd.   **Company Duration:** Sep 2019 - Jan 2024

Project Name: SmartPredict AI Analytics Platform   **Project Dur:** Mar 2023 - Jan 2024
Domain: Predictive Analytics, AI/ML, SaaS
Client Name: FinTech Innovators Inc.
Client Location: New York, NY, USA

Role: Senior Scrum Master.

Roles & Responsibilities:

- **Project Leadership:**
  - Directed the end-to-end development and deployment of the SmartPredict platform.
  - Led a multidisciplinary team including data scientists, ML engineers, software developers, and UX designers.
  - Ensured alignment with the client's strategic goals and objectives.
- **Stakeholder Engagement & Pre-Sales:**
  - Worked closely with client executives to define project scope, deliverables, and success criteria. Supported pre-sales by gathering requirements, providing demos, and creating proposals.
- **AI/ML Product OwnerShip:**
  - Implemented Agile methodologies, facilitating sprint planning, daily stand-ups, retrospectives, and sprint reviews.
  - Managed the project backlog, ensuring clear and actionable user stories and acceptance criteria.
- **Technical OverSight:**
  - Integrated **AWS IoT** to collect real-time data from connected devices, enhancing predictive capabilities.
  - Implemented **AWS Kinesis Video Streams (KVS)** for streaming and processing video data, allowing for advanced analytics on visual data such as customer interactions and security monitoring.

- **Quality Assurance:**
  - Coordinated rigorous testing and validation processes for the AI models and the platform.
  - Implemented automated testing and continuous monitoring to ensure high-quality and reliable performance.
- **Deployment and Maintenance:**
  - Managed the platform deployment using CI/CD pipelines on cloud infrastructure (AWS/GCP).
  - Provided post-deployment support and optimization to ensure seamless operation and user satisfaction.

Project Experience - 3.2:

GSS Informatics Pvt. Ltd.   **Company Duration:** Sep 2019 - Jan 2024

Project Name: ConnectCollab SaaS   **Project Duration:** May 2023 - Jan 2024
Domain: SaaS, CRM
Client Name: GlobalTech Enterprises
Client Location: Chicago, IL, USA

Role: Senior Scrum Master.

Domains: SaaS | CRM | ITSM | Cloud | DevOps

Project Description:

ConnectCollab is an enterprise SaaS platform designed to unify customer engagement (CRM), IT operations (ITSM), and service delivery automation (DevOps) on a secure, cloud-based infrastructure. The system integrates Salesforce for customer lifecycle management and ServiceNow for IT service management, with robust CI/CD pipelines hosted on AWS. It supports hybrid deployments using VMware and Hyper-V, with a focus on compliance through GRC modules and automation via DevOps.

Technical Architecture Summary:

- *ITSM: ServiceNow modules (Incident, Change, Problem, Request, SPM, GRC, HRSD, SecOps).*

- *DevOps: GitLab CI, Jenkins, and ServiceNow DevOps plugin for automated change approvals.*

- *Cloud Infrastructure: Hosted on AWS (EC2, S3, RDS), also deployed on VMware/Hyper-V.*

- *Security/Compliance: GRC module for audits, GDPR and HIPAA adherence.*
- *CRM: Salesforce integration (Leads, Contacts, Campaigns, Opportunities).*

Roles & Responsibilities:

Scrum Master & Agile Coach:

- Led Agile ceremonies: Sprint Planning, Stand-ups, Reviews, Retrospectives.
- Facilitated team velocity tracking, backlog grooming, and burn-down charts.
- Coached cross-functional teams (dev, QA, UX) on Agile/SAFe best practices.

Project & Stakeholder Management:

- Worked closely with GlobalTech stakeholders to gather CRM + ITSM requirements.
- Aligned sprint goals with business priorities and release plans.
- Facilitated release demos and stakeholder sign-offs.

CRM & ITSM Implementation Oversight:

- Integrated **Salesforce CRM** for customer onboarding, lead tracking, and support workflows.
- Managed end-to-end **ServiceNow ITSM** implementation (Incident, Change, Problem).
- Introduced **ServiceNow modules**: GRC for compliance, SPM for portfolio management, HRSD for internal workflows, and SecOps for risk mitigation.

Cloud & DevOps Integration:

- Led infrastructure setup on **AWS** (EC2, S3, RDS) and on-prem VMware & Hyper-V for hybrid environments.
- Oversaw DevOps pipelines (GitLab CI, Jenkins) for automated testing, build, and release.
- Integrated **ServiceNow DevOps** plugin to trigger CI/CD workflows via change tickets.

Security, Governance, and Compliance:

- Ensured **GDPR and HIPAA compliance** using ServiceNow GRC for access control, audit logs, and policy enforcement.
- Monitored SLA adherence and compliance KPIs via ServiceNow dashboards.

Quality Assurance & Deployment:

- Coordinated UAT, regression, and performance testing cycles.

- Deployed production builds via automated pipelines, with rollback and blue/green deployment strategies.
- Managed ServiceNow Dev environments and sandbox testing for ITSM configurations.

Achievements:

- Reduced service request resolution time by 35% through ITSM automation.
- Delivered 9 sprints on time with 95%+ story completion rate.
- Enabled seamless API sync between Salesforce and ServiceNow.
- Ensured zero critical issues in go-live deployment across multi-region environments.

Project Experience - 3.3:

GSS Informatics Pvt. Ltd   **Company Duration:** Sep 2019 - Jan 2024

Project Name: Implement LendingPad Factory into OMNI BANK
Project Duration: May 2021 - May 2023
Domain: Lending and Loan Management, Banking

Client Name: Omni Capital Retail Finance BANK
Client Location: London, United Kingdom

Role: Senior Scrum Master

Roles and Responsibilities:

- **Pre-Sales & Solution Design:** Assisted in defining solution scope and technical requirements during pre-sales phase.
- **Project Scope and Objectives:** Defined in collaboration with business analysts, developers, and stakeholders.
- **Stakeholder Engagement:** Assembled stakeholders and team members to establish project goals and deliverables, providing regular updates through meetings and newsletters, while emphasizing cybersecurity awareness.
- **Project Planning:** Developed detailed project plans with resource Planning & Forecasting allocation and timelines using JIRA and MS Project.

- **Cross-functional communication:** Managed communication between teams and external vendors to align with business objectives.
- **Agile Methodology:** Implemented Agile practices for iterative delivery and continuous feedback.
- **Requirements Gathering:** Conducted workshops for documenting functional and technical specifications and prioritized features.
- **Risk Management:** Monitored project risks, tracked issues, and developed mitigation strategies, including a specific focus on cybersecurity risks.
- **Regulatory Compliance:** Ensured compliance with financial regulations and cybersecurity standards throughout the project lifecycle, integrating legal and audit checkpoints.
- **User Acceptance Testing (UAT):** Coordinated UAT with internal teams, including cybersecurity tests to validate security controls.
- **Change Management:** Developed strategies to facilitate user transition and address resistance.

Project Experience - 3.4:

GSS Informatics Private Limited   Company Duration: Sep 2019 - Jan 2024

Project Name: OmniShop eCommerce Platform **Duration:** May 2021 - May 2023
Domain: E-commerce
Client Name: Global Retail Ventures
Client Location: New York, NY, USA

Role: Scrum Master.

Roles & Responsibilities:

- **Pre-Sales Support:** Worked with sales teams to define technical solutions for the eCommerce platform.
- **Project Leadership:** Directed the end-to-end execution of the OmniShop project, overseeing a multidisciplinary team including developers, UX/UI designers, testers, and business analysts.
- **Stakeholder Engagement:** Collaborated closely with Global Retail Ventures stakeholders to define project scope,

objectives, and deliverables, ensuring alignment with business goals.

- **Agile Project Management:** Implemented Agile methodologies as Scrum Master, facilitating sprint planning, daily stand-ups, sprint reviews, and retrospectives to drive continuous improvement and meet project milestones.
- **Technical Oversight:** Managed selecting and implementing technologies (Java, Spring Boot, React.js, MySQL) suitable for building a scalable and responsive eCommerce platform.

Project Experience - 3.5:

GSS Informatics Private Limited   **Company Duration:** Sep 2019 - Jan 2024

Project Name: Global Clinical Trials   **Project Duration:** Sep 2019 - May 2021
Domain: Clinical Research and Medical Writing
Client Name: MedTech Innovations, Inc.
Client Location: San Diego, California, USA

Role: Scrum Master

Roles & Responsibilities:

- **Pre-Sales & Solution Definition:** Provided technical input during pre-sales to align solutions with client needs.
- **Project Management**: Develop and manage project timelines, standards, budgets, and forecasts related to medical writing projects.
- **Collaboration**: Work closely with cross-functional teams to meet project deliverables and timelines.
- **Monitoring and Reporting**: Regularly monitor project timelines and provide status updates to stakeholders.
- **Client Management**: Identify, address, and resolve queries and provide solutions while offering effective solutions.
- any client management issues that arise during the project lifecycle and Vendor Management.
- **Quality Assurance**: Ensure all documentation meets established quality processes and regulatory compliance.
- **Independent Work**: Ability to work autonomously while managing multiple projects under pressure.

Freelancing - Personal Project Experience - 1:
Project Duration: August 2016 - August 2017

Project Name: GreenWave Learning Solutions
Domain: EdTech SaaS for Sustainable Education

Development & Integration:

- **Backend Development:** Constructed the server-side application using Node.js and Express.js, implementing secure and scalable RESTful APIs for managing course listings, user authentication, and enrollment processes.
- **Frontend Development:** Developed a dynamic and responsive user interface with React.js, ensuring an engaging learning experience on both desktop and mobile devices.
- **Database Management:** Utilized MongoDB for data storage, designing collections to efficiently handle courses, user profiles, and enrollment data.

Project Management Responsibilities:

- **Team Coordination:** Led cross-functional teams, facilitating effective communication among developers, designers, and stakeholders to ensure alignment on project objectives and timelines.
- **Agile Methodologies:** Implemented Agile practices, including daily stand-ups and sprint planning, to enhance collaboration and adaptability throughout the development process.
- **Stakeholder Engagement:** Actively engaged with stakeholders to gather requirements, provide project updates, and address concerns, ensuring the project met business goals.

Integration of Third-Party Services:
Integrated services such as Stripe for payment processing and SendGrid for email notifications, enhancing the overall functionality and user experience of the EdTech SaaS platform.

Freelancing - Personal Project Experience - 2:
Project Duration: August 2017 - August 2019

Project Name: HealthWise Hospital Wellness Platform
Domain: Health and Wellness Hospital

Roles & Responsibilities:

- **Development & Integration:**
  - **Backend Development:** Developed the server-side application using Node.js and Express.js, creating secure and efficient APIs for user management, program tracking, and content delivery.
  - **Frontend Development:** Implemented a responsive, user-friendly interface using React.js, ensuring a smooth user experience across various devices.
  - **Database Management:** Designed and managed the database using MongoDB, optimizing it for storing user profiles, wellness programs, and activity data.
  - Integrated third-party services, including Twilio for SMS notifications and Google OAuth for secure user authentication.

Education:

Master of Technology (M.Tech)
  College Name: TKR College of Engineering & Technology
  University: Jawaharlal Nehru Technological University Hyderabad
  Duration: Aug 2016 - Sep 2019
  CGPA: 7.7, Percentage: 73%