

# GURMEET PADDA

Product and Program Manager

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Mumbai, Maharashtra, 421204, India

Excellent Product leadership skills, directing multiple global projects with cross-functional teams. Skilled in identifying and prioritizing deliverables, delegating assignments, ensuring individual and team accountability for the on-time, on-budget achievement of all project milestones using Agile methodologies.

## Work Experience

### Product and Program Manager

Jan 2022 - Present

Accenture | Mumbai

Experienced in leading global digital marketing projects with a focus on project management, stakeholder engagement, and change management. Proficient in organizing team communications, managing expectations, and driving strategic goals across diverse teams.

- Operational Excellence : Managed day to day operations - managing multiple Teams, ensuring timely and accurate delivery of all Service-related deliverables, meeting or exceeding SLAs.
- Data-Driven Decision Making : Leveraged data analysis and reporting (weekly WBR decks, RCAs, KPIs) to inform product decisions and drive continuous improvement.
- Quality Assurance : Managed internal and external audits to maintain high quality standards and ensure compliance with industry regulations and product specifications.
- Agile Process Improvement : Actively updated and reviewed SOPs and learning logs to optimize product development processes and enhance team agility.

### Team/Span Leader

Jan 2019 - Dec 2021

Accenture | Gurgaon

Skilled in leading and developing high-performance teams with a focus on collaboration and productivity. Expertise in managing daily operations to ensure timely delivery of services and adherence to SLAs, driving operational excellence.

- Team Leadership & Development : Led and mentored a team of 20-24 members, fostering a high-performing team culture focused on collaboration and achieving product goals.
- Performance Optimization : Implemented metrics-driven performance tracking and accountability measures resulting in a 10% improvement in CSAT, Reduced waiting timelines
- Stakeholder Management : Successfully managed relationships with stakeholders across the organization to gain buy-in and support for product initiatives.

### SME and Transition Specialist

Jan 2017 - Dec 2018

Accenture | Gurgaon

Successful Product Launches : Oversaw product launches and transitions, ensuring seamless go to market execution and positive user adoption.

- Process Optimization : Identified and implemented process improvements that streamlined product development workflows and increased efficiency.
- Cross-Functional Collaboration : Effectively collaborate with cross-functional teams Engineering, Operations, Quality to ensure alignment on product requirements and successful delivery.
- Customer Focus : Gathered and analyzed user feedback to inform product enhancements and drive customer satisfaction.

## Technical Support

Mar 2009 - Oct 2010

*Dell International | Gurgaon*

Provided technical support and upsold products to US Dell customers.

## Volunteer Experience

### Staging Team

Feb 2012 - Sep 2012

*LOCOG*

Olympic Event Organised in London

## Core Skills

Leadership, Collaboration, Communication, Analytical Thinking, Detail, Oriented, Creativity, User Research, Competitive Analysis, New Product Launch, Agile Frameworks, Stakeholder Management, Change Management, Data Analysis (Power BI, Excel, SQL), Python, Cloud Technologies, Jira

## Education

### University of Wales Institute

Master of Business Administration

### Global Institute of Engineering & Technology

Bachelor of Computer Applications

## Certificates

### Safe Agilist

Jul 2024

*SAFE*

### Google Cloud Leader

Apr 2024

*Google*