Dipendra Dilip Kulkarni CSM®

Summary _

Dynamic and results-driven Project Management and Digital Transformation Professional with over 19 years of experience in SaaS implementations, ERP deployments, and enterprise software solutions. Proven ability to lead end-to-end project lifecycles, driving digital transformation and enhancing operational efficiency across diverse industries in India and Europe. Adept at stakeholder engagement, agile execution, and strategic planning, ensuring high-impact project delivery.

Skills_

- HRTech Advisory, Project and Client Management, Talent Acquisition, Employee Relations, Performance Management, Payroll, Benefits, HR Policy Development, Global Payroll Integration, Distributed Workforce Management, EOR & Contractor Solutions, Project Lifecycle Management, Hybrid and Predictive Methodologies, Project Management, Agile Principles.
- Agile & Scrum Methodologies, Waterfall methodologies, Sprint Planning, User Story Mapping, Business Analysis, Stakeholder Management, Requirement Analysis, Requirement Documentation, Client Engagement & Negotiation, Test Case Design.
- Cross-functional team Collaboration, Leadership & Storytelling, Team Mentorship & Conflict Resolution, Contract lifecycle Management
- Business Process Reengineering & Mapping, Process Optimization, Change Management, Requirement Gathering, Data Analysis, UAT
- Atlassian Jira, Atlassian Bit Bucket, Balsamiq, Jusin Mind 10.7.2, Microsoft Office 365, Microsoft Power BI, Microsoft SQL 2019, Icertis CLM 8.2 and 8.3, Asana, Visio, Lucid Chart, HR Analytics Tools.

Experience _

Team Leader Paysquare Consultancy Ltd. Pune, MH, IND February 2023 - November 2024

- DeliziaHR's performance revitalized by orchestrating functional testing with cross-functional teams, including the CEO, ensuring a 100% bug-free launch.
- Augmented product clarity by eliminating specification ambiguities, aligning features with business requirements, and enhancing user satisfaction by 25%.
- Expedited project delivery using Agile methodologies, achieving a 90% sprint completion rate, and scrutinizing prioritized backlogs to ensure on-time client goal fulfillment.
- Steered a 21-member team managing time and attendance systems for over 300+ clients and more than 47,600 employees nationwide, streamlining processes to boost payroll accuracy by 15%.
- Spearheaded support to clients in development and implementation of HR policies and procedures, ensuring compliance with relevant regulations.
- Led the project implementation of integration with Oracle HCM for a 3,000-employee organization, resulting in a 15% reduction in HR operational costs and a 10% improvement in employee satisfaction.
- Steered a 6-member team managing HR data migration and integration projects for over 10 clients nationwide, streamlining processes to boost payroll accuracy by 15%.
- Spearheaded support on ongoing development of DeliziaHR's employee onboarding and exit management module by involving in requirement gathering sessions with internal stakeholders of company as well as stakeholders from existing clients of Paysquare.
- Augmented product clarity by eliminating specification ambiguities, aligning features and business requirements with help of wireframing tools like Just in mind 10.7.2, Balsamiq, Lucid Chart etc.

Senior Functional Consultant Carvewing Solutions LLP. Pune, MH, IND

August 2022- February 2023

- Transformed end-to-end SaaS-based contract lifecycle management (CLM) solutions, executing implementations for over 25 global clients across diverse industries.
- Engaged with enterprise clients to elicit requirements, conduct over 50 product demonstrations, and manage stakeholder expectations, achieving a 95% satisfaction rate during the implementation lifecycle.
- Orchestrated comprehensive project lifecycles, including requirement elicitation, development, integration, user acceptance testing (UAT), and final delivery, leading to a 20% reduction in project completion time.
- Mentored and trained partners to govern deliver high-quality implementations, reducing dependency on external support by 30%, and promoting process standardization across teams.

Associate Team Leader

Paysquare Consultancy Ltd. Pune, MH, IND

June 2017 - August 2022

- Optimized payroll and compliance solutions for clients, including Amazon (500+ DSPs with 40,000 employees), Marelli India, and Zeomega Infotech, enhancing accuracy and reliability.
- Elevated client satisfaction by 45% and accelerated project delivery by 80% across the clientele.
- Led a cross-functional team of 21 professionals, encompassing implementation consultants and product developers, fostering a highperformance culture.

- Automated critical payroll processes, conserving over 1,200 person-hours annually, and reducing operational costs by 15% while maintaining service excellence.
- Support clients in integrating Paysquare's system-generated reports with <u>Power BI</u> dashboards delivering insightful and actionable analytics.
- Support team to develop and executing business growth strategies to meet revenue targets.
- Led efforts in building and nurturing relationships with clients, partners, and stakeholders to identify new business opportunities.
- Orchestrated comprehensive market research and analysis to identify trends, insights, and competitive intelligence.
- Engaged with enterprise clients for preparing and delivering presentations, pitches, and proposals to prospective clients or partners
 and negotiating contracts and agreements to ensure favorable terms and meet business objectives.
- Collaborating with cross-functional teams such as marketing, product development, and operations to ensure successful go-to-market strategies.
- Led and mentor a team of business development professionals to achieve shared objectives.
- Spearheaded continuously monitoring and evaluating business performance metrics to inform strategic decision-making.
- Engaged with staying up-to-date with industry trends, new technologies, and best practices to remain competitive and innovative.

Implementation Consultant

Nextenders India Pvt. Ltd.

Pune, MH, IND

April 2012- June 2017

- Elevated client satisfaction to 98% by harmonizing solutions with operational workflows, and delivering comprehensive end-user training, resulting in a 25% reduction in onboarding challenges.
- Spearheaded the integration of third-party payment solutions, enabling the processing of over \$10 billion in transactions, and diminishing payment errors by 20% through appraise system mapping.
- Optimized transaction processes, reducing times by 25%, and enhancing compliance mechanisms, leading to a significant decrease in financial operation errors.
- Engineered a scalable payment gateway for the Government of Maharashtra and NPCIL, facilitating compliant large-scale eProcurement, and increasing adoption rates through targeted training and support.

Application Support Executive Nestle India Ltd. – client of Adecco India Pune, MH, IND September 2006- March 2012

- Orchestrated the migration of Nestlé's ERP system from CD-Sprint to SDS, elevating billing accuracy and diminishing errors by 20%.
- Spearheaded ERP solutions across West India, overseeing monthly invoicing totaling ₹3-5 crore, and automating billing processes to attain 95% compliance with Nestlé's distribution policies.
- Deployed mobile-based order booking systems for over 135 Salesforce users, augmenting productivity and SKU-per-call metrics by 15% through real-time data synchronization.
- Educated 35 distributors and 151 users via workshops, facilitating seamless adoption of ERP and mobile systems among more than 100 stakeholders.

Customer Support Executive Jagruti Communications.

Ratnagiri, MH, IND

June 2005- September 2006

- Transformed customer service processes by analyzing call data, leading to a 25% improvement in customer satisfaction scores.
- Resolved customer inquiries regarding products and services, achieving a 90% first-contact resolution rate.
- Integrated feedback from customer surveys, enhancing service delivery, and boosting repeat business by 15%.
- Ensured the accuracy of customer and system account information, reducing resolution times by 20%.

Education

Bachelor of Management Studies University of Mumbai

Ratnagiri, MH, IND

June 2002 - May 2005

Major in International Finance and Special Study in Finance

Certifications

• AI & Agility: A Comprehensive Introduction Scrum Alliance,

March 2025

<u>Certified Advance Power BI User</u> Skill Nation,

April 2024

• ICI Practitioner Icertis Academy,

September 2022

ICI Administrator Icertis Academy,

September 2022

• Certified Scrum Master Scrum Alliance,

Aprill 2022

- Perusing Project Management Professional (PMP)® Project Management Institute
- Honoured as a member of Nestlé India's "Winning Team" for implementing handheld terminal order booking systems Pan-India in 2011
- Honoured as a member of Nestlé India's "Winning Team" for implementing centralized Distribution Management System Pan-India in 2010