**Ajaypal Singh Chief**

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**Product Manager**

*Steer development and delivery of innovative Telecom & cloud-based/SaaS applications to achieve rapid market penetration.*

Cultivate relationships with key stakeholders across the organization to understand and prioritize product requirements, user needs, and business goals to craft detailed product roadmaps, Strategies and execute project plans using PMI methodologies. Evangelize continuous improvement to streamline processes, enhance product features, functionality, and usability in a fast-paced, Agile environment. Apply user experience principles to contribute to UI/UX design; create storyboards, use cases, wireframes, and user stories to guide development teams. Skilled at conducting market and competitor research to remain abreast of the latest trends, emerging technologies, and consumer needs.

**Core Competencies:**

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| * + Product Life Cycle& Roadmap Management   + Project Planning, Execution & Delivery(PMI)   + Agile Methodologies/Scrum Framework   + Marketing Campaign Management   + Customer Advocacy & User Feedback   + Continuous Product/Process Improvement | * + Designing and Delivering GTM   + Channel & Vendor Management   + Developing training Content & Team Training   + Requirements Analysis& Prioritization   + Business Case Development/Presentation   + Market Research & Competitive Intelligence |

**Products & Technical Proficiencies**

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| **Products:** | Telephony, Video conferencing , SaaS & Wireless products |
| **Software/Tools:** | Microsoft Office, Microsoft Visio, Microsoft Project, APIs, .NET, Visual Basic, Java, HTML, SQL |

**Professional Experience**

CMS Electracom, Melbourne, Australia

Warehouse Supervisor, 2/2017 till present

Responsibilities

* Supervised all warehouse operations, including shipping and receiving, distribution, and workplace safety.
* Ensured consistent management of inventory levels and fostered product loss control.
* Maintained excellent performance standards while working in a hot warehouse environment.
* Monitored employee performance and offered mentoring and leadership to improve any deficiencies.
* Supervised warehouse operations by managing 20 employees during 8-hour shifts.
* Monitored adherence to safety protocols and company policies by staying attentive to details.
* Oversaw warehouse staff and maintained efficiency in a fast-paced environment.
* Adhered to industry best practice for warehousing, material handling, and documentation.
* Managed resource allocation and scheduling of all employees.
* Worked directly with Production, Despatch, logistic service providers & clients to achieve results.
* Maintained project quality with a hands-on management style.
* Developed and rolled out new policies.
* Trained, coached and mentored staff to ensure smooth adoption of new programs and initiatives.
* Hired and trained staff.
* Interface with customers to answers questions or solve problems
* Identify areas of improvements and establish innovative or adjust existing work procedures and practises

Tata Communications

**Senior Product Management Specialist**, 8/2015 – 12/2016

Planned, developed, and executed product deliverables across the entire life cycle in accordance with product roadmap and quality standards. Gathered information from stakeholders to determine product costs, collaborated on development and presentation of business cases to convey costs and capital expenses, and obtained management buy-in. Managed relationships with global product partners, including contract negotiation, commercials, and periodic reviews to ensure favourable outcomes and focus on long-term view. Reviewed customer contracts and provided input to commercial team. Established and monitored key performance metrics, prepared forecasts, and produced reports. Facilitated support enablement and product trainings.

*Key Achievements:*

* Led design, integration, and implementation of Partner Portal that allowed channel partners to directly design, plan, and buy network services using customer premises equipment (CPE), reducing turn-around from seven weeks to one and slashing CPE procurement costs by 30%.
* Introduced process improvements to decease CPE customer delivery times from eight weeks to three and reduce new CPE launch timelines from 15 weeks to six weeks.
* Owned planning and management of Annual Operating Plan, leveraging strong financial analysis skills and business acumen to prepare product budgets and led business planning exercises.
* Provided critical support to client engagement efforts from pre-sales RFP response through product delivery, including communicating with stakeholders to understand and prioritize requirements, develop proposals, create cost-effective solutions to issues, and coordinate activities.
* Optimised product marketability by liaising with sales and other cross-functional teams to define and frame product strategy, create roadmaps, and position products for market penetration in alignment with overall business line objectives and corporate goals.

Tata Communications

**Product Manager, Cloud SaaS**, 3/2012 – 7/2015

Led business needs identification and analysed existing processes, structures, and systems. Prepared business requirements documents, functional specifications, process models, use cases, and state transition models. Conducted gap analysis of product offerings against requirements. Negotiated project scope, created and executed project plans, reviewed change requests, and adjusted plans as needed. Identified and mitigated risks/issues to reduce exposure. Reported progress/issues to stakeholders. Participated in engagement reviews and QA. Maintained project documentation and internal communication. Led business process mapping, workshops, development, and implementation. Oversaw testing, implementation, and release; coordinated UAT, created and executed data migration plan, managed system hand-over, conducted post-implementation review, and captured lessons learned. Collaborated with global teams of system analysts, end users, and vendors. Created training content for sales & business development, solution architects, internal teams (order fulfilment, billing, delivery etc.), channel partners on new products, new releases and associated processes. Managed LMS portal along with uploading new content, designing assessments, uploading assessments, managing team credentials, reporting assessment results to respective team leads along with sharing teams progress on training on fortnightly basis. Resolving any issues in LMS with LMS vendors

*Key Achievements:*

* Managed multiple, concurrent IT projects with budgets of $20M+, achieving consistent attainment of deadlines and adherence to scope following SDLC and project management principles.
* Simplified three customer-facing processes globally resulting in 13% increase in process efficiency, timeline reduction, SLA enhancements, and 15% increase in client base; won award for Best Project companywide.
* Successfully managed two large product lines with $5 million in annual sales, including Enterprise SaaS applications (UCC, CRM, HRIS, and & email collaboration suite).
* Propelled 30% growth in Enterprise SaaS product sales and increased market penetration by 8%; earned Top Gun Award for building and launching SaaS products.

Reliance Communications

**Marketing Manager**, 9/2008 – 2/2012

Managed marketing strategy development and implementation for regular, seasonal, and special-offer products through promotional events, digital marketing, and traditional campaigns. Held responsibility for SEO and SEM strategy. Monitored marketing analytics across social, web, and other channels. Conducted market research, evaluated customer rating reports/questionnaires, and identified opportunities. Created marketing material and press releases. Prepared and presented case studies and white papers. Provided direction and supervision to team; oversaw day-to-day activities. Communicated with clients to determine requirements. Products included Enterprise Video Conferencing; Youth Robotic Camp; Game Zone and Gaming Competitions; and special offers for new customers.

*Key Achievements.*

* Enabled sales to perform at 90% capacity by developing and executing successful marketing strategy.
* Recognized for outstanding results with highest possible rating during annual review and certificate of appreciation.

**Education**

**Master of Business Administration in International Business** – ITM

**Master of Computer Science** – SMU

**Bachelor of Engineering in Information Technology** – RAIT

**Diploma in Information Technology** – DYPP

**Higher Diploma in Software Engineering** – Aptech, Ltd.