

WORK EXPERIENCE**9 Years 6 Months**

Professional Summary: Experienced Program Manager with expertise in strategic execution, risk management, and stakeholder collaboration. Proficient in managing diverse client portfolios, with a focus on Middle Eastern and European clients. Skilled in product management, leading cross-functional teams, and enhancing process efficiency through digitalization. Successfully led MyPrism's development and end-to-end implementation of Oracle FCCS & PBCS across a multi-layered organization.

BTF Technologies – Senior Program Manager**Aug'22 – Till date**

- Enhanced process efficiency through **digitalization** and strategic goal development.
- Successfully executed the **end-to-end implementation** of Oracle FCCS, & PBCS across **192+ legal entities**.
- Collaborated with CFOs and CIOs**, to develop and implement execution strategies focused on risk management.
- Led the development and enhancement of a multi-module work management application, overseeing the product lifecycle from **ideation to deployment**.
- Conducted product demos, gathered feedback, and improved MyPrism based on insights.

Autoninja - ICICI Lombard, Zonal Manager – Central Business Operations & Projects**Oct'19 – May'22**

- Formulated post-merger integration strategy, leading business growth through process and product innovations.
- Managed central business operations with a team of **40 across 4 offices in 10 Indian states**.
- Implemented the SAAS CRM product at **600+ clients remotely** across India during Covid-19.
- Led the Remote Tele Support Project for **900+ clients**, generating revenue of INR 200 million.
- Achieved 115% of post-merger client product implementation targets and **76% retention targets**.
- Implemented **Outbound SMS Renewal tools at 900+ automobile dealers**, improving 2W INS retention by 10%.
- Assisted product team with data collection, reporting, and A/B testing.
- Acted as SPOC between OPS and Product teams, identifying high-potential leads.

Autoninja, Pune - Regional Manager – Operations and Analytics**Apr'16 – Apr'19**

- Enhanced after-sales business profitability through data-driven consulting and digitalization with SAAS CRM products.
- Coordinated with the sales team to identify new markets, **increasing ARR by 30%**.
- Automated performance reporting dashboards, **saving 38% man-hours**.
- Implemented ML-based lead categorization, **increasing client revenue by 12%**.
- Cross-sold products to existing clients, generating additional monthly **revenue by 5%**.
- Managed P&L for ROM, MP & Surat zones with **INR 24M revenue from 60 clients**.
- Reduced payment cycle from >90 to <30 days, decreasing **Monthly Sales Outstanding from 3.8 to 0.8**.
- Developed retention strategies, **achieving 93% client retention**.

Tower Automotive, Hyderabad - Process Engineer**Apr'14 – Jul'15**

- Served as SPOC for the Global onsite team of DAIMLER to provide optimization of the Assembly process by using DELMIA.
- Collected data of parts for the assembly creation and provided assembly line performance analysis report.

Wipro Technologies, Hyderabad - Process Engineer**May'12 – Jan'13**

- Tear Down, Bench Marking Analysis reports to client for PLM Spinnaker Cooking Division.
- Awarded Best Team Player in PLM Spinnaker project.

EDUCATION

Symbiosis International University – SCMHRD, Pune
PGP – Business Analytics, 2016
JNTU Kakinada – GIET, Rajahmundry
B.Tech – ME, 2011

SKILLS

CSPO – Certified	MS Excel Advanced
SCRUM	MySQL
Stake Holder Management	Operations & Analytics
Business Strategy	JIRA