

# KUNAL KANSRA

SENIOR PROGRAM MANAGER | PRODUCT OPERATIONS

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 Gurgaon, India

Results-driven Senior Program Manager with 8+ years across Amazon, Paytm, CARS24, and Air India, delivering high-impact platform, payments, CX, and HR Tech programs. Strong track record of driving automation, cost optimization, execution velocity, and scalable operations in fast-paced environments.

## EDUCATION

XLRI - JAMSHEDPUR

2016-2018

NSIT, DWARKA

2010-2014

MOUNT CARMEL SCHOOL

2009-2010

MOUNT CARMEL SCHOOL

2007-2008

## KEY SKILLS

- PROGRAM DELIVERY
- PLATFORM SCALING
- AUTOMATION & OPTIMIZATION
- PRODUCT OPERATIONS
- PAYMENTS
- HR TECH
- CX PROGRAMS
- COST REDUCTION
- METRICS & OKRS
- CROSS-FUNCTIONAL EXECUTION
- STAKEHOLDER ALIGNMENT
- AGILE DELIVERY

## EXPERIENCE

AIR INDIA | SENIOR MANAGER, HR TECH PROGRAMS

MAR-2024 – PRESENT

- Revamped Staff Travel platform impacting 5,000+ users, reducing booking errors by 35%
- Automated employee benefit revocation workflows, saving ₹12L per year and reducing security incidents by 80%
- Delivered mobile-first redesign driving 30% growth in adoption and faster transaction completion
- Led HR Tech integration programs during Vistara–Air India merger, delivering all milestones on schedule with zero high-severity issues

PAYTM | PROGRAM MANAGEMENT LEAD (PAYMENTS PLATFORM)

MAR 2022 – FEB 2024

- Led migration of Core Payments Platform, unlocking 12% infrastructure cost savings and scaling throughput to 10K TPS
- Drove execution across 150+ engineers, shipping multi-quarter platform initiatives on time
- Built prioritization models using GMV, revenue, and strategic impact, ensuring 100% tech capacity utilization
- Implemented fraud and risk checkpoints across releases, reducing operational losses

CARS24 | GENERAL MANAGER, CUSTOMER EXPERIENCE

FEB 2021 - FEB 2022

- Built CX programs from scratch for online car buying, achieving 100% FCR
- Automated warranty, return, and RC workflows, significantly reducing resolution TAT
- Integrated Zendesk, WhatsApp, and in-app systems to scale customer communication

AMAZON | PROGRAM MANAGER II / OPERATIONS MANAGER

APR 2018 - JAN 2021

- Reduced customer contact volume by 2.4M annually, saving ₹48L per year
- Delivered chatbot and self-serve initiatives improving CX and operational efficiency
- Led inbound operations productivity improvements across 200+ agents

EXL INDUCTIS | SENIOR BUSINESS ANALYST

JUNE 2014 - APR 2016

- Devised fraud detection strategy for telecom client reducing operational costs by \$1M.
- Automated dashboard reporting and training analysis processes saving 200+ hours annually.