KUNAL KANSRA

SENIOR PROGRAM MANAGER | TECHNICAL PROGRAM MANAGER

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📍 Gurgaon, India

Senior Program Manager with 8+ years of experience across Amazon, Paytm, CARS24, and Air India, leading large-scale platform, payments, customer experience, and HR Tech programs. Proven ability to drive cross-functional execution, program governance, system integrations, and operational efficiency across complex, matrixed organizations.

EDUCATION

XLRI - JAMSHEDPUR
2016-2018

NSIT, DWARKA
2010-2014

MOUNT CARMEL SCHOOL
2009-2010

MOUNT CARMEL SCHOOL
2007-2008

CORE COMPETENCIES

- PROGRAM MANAGEMENT
- TECHNICAL PROGRAM MANAGEMENT
- CROSS-FUNCTIONAL LEADERSHIP
- PROGRAM GOVERNANCE
- PLATFORM & SYSTEMS INTEGRATION
- STAKEHOLDER MANAGEMENT
- PRODUCT OPERATIONS
- RISK & COMPLIANCE
- PROCESS AUTOMATION
- DATA-DRIVEN EXECUTION
- PAYMENTS
- HR TECH
- CUSTOMER EXPERIENCE
- AGILE & SPRINT MANAGEMENT

EXPERIENCE

AIR INDIA | SENIOR MANAGER, HR TECH PROGRAM MANAGEMENT
MAR-2024 – PRESENT

- Led end-to-end program management for HR Tech platforms impacting 30,000+ employees, ensuring alignment with revised HR policies and enterprise standards
- Program-managed overhaul of Staff Travel system, introducing Premium Economy entitlements and revised eligibility logic, improving booking accuracy by 35%
- Automated employee benefit revocation post-separation, eliminating manual lag and reducing financial leakage by ₹12L annually
- Delivered mobile-first modernization of SkyFam platform, increasing mobile adoption by 30% and reducing average booking time by 10%
- Drove multi-system integrations across SuccessFactors, Payroll, ARMS, PeopleStrong, achieving 99.5% data accuracy and reducing manual errors by 70%
- Program-managed HR Tech initiatives during Vistara–Air India merger, delivering 100% milestones on time with zero critical defects
- Created program plans, risk registers, dependency tracking, and executive-level status updates for CXO stakeholders

PAYTM | DEPUTY GENERAL MANAGER, PROGRAM MANAGEMENT
MAR 2022 – FEB 2024

- Program-managed Core Payments Platform migration, enabling 12% infrastructure cost reduction and scaling capacity to 10K TPS
- Coordinated execution across 15 Product Managers, 9 TPMs, and 150+ engineers to deliver multi-quarter platform initiatives
- Established program governance frameworks including roadmap audits, dependency management, and prioritization models, improving roadmap quality from 75% to 95%
- Led cross-functional programs across UPI, Wallet, Online Business, and Consumer App domains
- Supported founder-level business reviews by consolidating program health, delivery risks, and launch readiness
- Implemented risk and fraud mitigation checkpoints across releases, reducing post-launch operational losses

EXPERIENCE (CONTD...)

CARS24 | GENERAL MANAGER, CUSTOMER EXPERIENCE
FEB 2021 - FEB 2022

• Built and scaled end-to-end CX programs for online car buying, including warranty, returns, and RC transfer workflows
• Partnered with Product and Engineering teams to automate CX journeys, achieving 100% First Contact Resolution (FCR)
• Designed and implemented escalation automation using Zendesk, CleverTap, WhatsApp, and Email APIs
• Defined NPS measurement framework and feedback loops across the customer lifecycle

AMAZON | PROGRAM MANAGER II / OPERATIONS MANAGER
APR 2018 - JAN 2021

• Program-managed CX initiatives across Large Appliances category, coordinating across 3 contact centers and 300+ agents
• Reduced customer contacts per unit (CPU) by 222 bps YoY, delivering ₹18.5L annualized savings
• Delivered chatbot and contextual self-service programs, reducing contact volume by 47K+ annually
• Led inbound operations productivity initiatives, reducing DPMO by 54%

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.