

# Sachitra Gurung

Kathmandu, Nepal • +977 9869190773 • sachitrag25@gmail.com

**Agile-driven Project Manager** with 3+ years of experience delivering high-value SaaS and AI/ML projects. Skilled in managing cross-regional teams, improving project timelines (e.g., reducing onboarding by 7 days), and increasing team retention by 70%. Experienced in conducting Scrum ceremonies, utilizing tools like JIRA, Confluence, and Power BI for tracking and reporting. Proven ability to drive process improvements, mitigate risks, and deliver results for million-dollar accounts.

## Experience

AUGUST 2024 – NOVEMBER 2024

### Implementation Project Manager | Fleetpanda | California, USA (Contract)

- Led end-to-end implementation of fleet management SaaS solutions for 15+ US clients, reducing onboarding time from 6 weeks to 4 weeks through streamlined processes and efficient cross-team coordination.
- Facilitated Scrum ceremonies (daily stand-ups, retrospectives) for remote teams, resolving API integration delays to maintain 100% on-time delivery.
- Authored client training materials and technical documentation in Notion, reducing post-launch support requests by 35%.
- Coordinated with global teams, aligning technical and business needs to ensure smooth project execution for clients across different time zones.
- Managed client communications across multiple time zones, providing clear and concise updates to ensure alignment with deliverables and timelines.

MAY 2021 – JULY 2024

### Project Delivery Associate | Cloudfactory | Kathmandu, Nepal (Remote)

- Supported delivery of 5+ AI/ML data annotation projects for million-dollar enterprise accounts, coordinating 500+ cross-functional team members across Nepal and the US.
- Reduced onboarding time by 7 days for new projects by streamlining processes, improving documentation, and optimizing team ramp-up time.
- Increased data annotators' retention by 70% by effectively managing team performance and implementing engagement strategies.
- Executed Scrum ceremonies (sprint planning, reviews), improving sprint cycle efficiency by 20% through effective backlog prioritization.
- Managed 7+ team supervisors overseeing broader teams, ensuring adherence to Agile processes and driving operational improvements.
- Mitigated risks such as workforce attrition and data pipeline delays, ensuring 95% client satisfaction and smooth project delivery for high-value accounts.
- Utilized Power BI to create real-time performance tracking and reporting tools, improving visibility into project progress and KPIs.
- Led weekly syncs with US stakeholders, proactively addressing concerns and providing transparent updates to ensure alignment and client satisfaction.

## Skills

- Agile & Scrum: Sprint Planning, Backlog Grooming, Retrospectives, Risk Mitigation
- Tools: JIRA, Kira Service Desk, Confluence, Notion, Power BI, Google Dashboards, Zendesk
- Domain Knowledge: SaaS Implementation, AI/ML Data Annotation
- Stakeholder Management: Cross-Regional Communication (Nepal/US/UK/Canada), Client Retention, Reporting
- Collaboration: Remote Team Management, Cross-Functional Alignment

## Education

2017-2021

**BBA (International Business) | Islington College | Kathmandu, Nepal**

Affiliated with London Metropolitan University