

Abhishek Nagaraja

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Strategic Program and Operations Manager with a track record of building scalable systems and leading complex, cross-functional projects from ideation to launch. Expert in driving operational efficiency and reliable delivery through data-driven process improvement, stakeholder management, and team leadership.

Education

University of Texas at Arlington

Master of Science in Computer Science

Arlington, Texas, USA

Aug 2023 - May 2024

- Master of Science in Engineering Management

May 2024 - Current

Jawaharlal Nehru Technological University

Bachelor of Technology in Computer Science and Engineering

Hyderabad, India

Aug 2019 - July 2023

Work Experience

Program Manager Intern, University of Texas at Arlington - Texas, USA

October 2023 - October 2025

- Orchestrated end-to-end program delivery for 'MavMarket', scaling the platform to **200+ vendors and 5,000+ attendees** through cross-functional leadership, managing the critical path timeline and orchestrating logistics to ensure zero downtime.
- Improved vendor and stakeholder satisfaction by 35% (NPS), by tracking program KPIs and visualizing insights via Power BI dashboards, enabling the executive team to make data-driven decisions on resource allocation and feature prioritization.
- Maximized organizational efficiency by architecting a **Standard Operating Procedure (SOP)** using Gemini, reducing manual planning time by 40% and standardizing cross-departmental workflows to eliminate communication silos.
- Secured \$4,000 in recurring sponsorship as measured by semester funding, by driving business development and pitching strategic proposals to corporate partners, aligning their brand goals with university student engagement initiatives.
- Boosted stakeholder engagement by onboarding 24 local founders and executing targeted GTM strategies for the "1 Million Cups" community, fostering a robust ecosystem of mentorship and peer-to-peer learning for student entrepreneurs.
- Directed a 10-member executive board as President of the Entrepreneurship Club, scaling active membership to 100+ and facilitating 20+ workshops, by implementing a structured leadership development pipeline and defining clear role accountabilities.

Business Analyst Intern, NFC Solutions Private Limited - Hyderabad, India

April 2022 - January 2023

- Ensured on-time delivery of 4 key projects by facilitating daily stand-ups and cross-functional collaboration between Design, Dev, and QA, proactively identifying critical path dependencies and mitigating schedule variance risks.
- Drove 20% improvement in development efficiency as measured by reduced sprint cycle time, by serving as **Scrum Master** and applying Lean-Agile principles to remove systemic impediments and optimize team velocity metrics.
- Guaranteed timely project alignment by authoring detailed technical **Requirement Documents (PRDs)** and coordinating executive sign-offs, ensuring clear traceability between business objectives and technical implementation deliverables.
- Managed backend operations and CRM workflows for an e-commerce platform, ensuring 100% data integrity and streamlined inventory processes by implementing automated validation rules that reduced manual data entry errors.
- Facilitated UAT sessions to validate feature releases, ensuring technical execution met client business requirements and quality standards, resulting in a **zero-defect production launch** for high-priority modules.
- Identified process bottlenecks through root cause analysis and implemented mitigation strategies to improve overall project velocity, establishing a culture of continuous improvement through retrospective-driven action items.

Founder and Community Lead, e-DAM Community - Hyderabad, India

March 2021 - January 2025

- Expanded community scale to 5,000+ students as measured by attendance at 200+ workshops, by **founding a technical community** and tailoring content for diverse user segments to bridge the gap between academic theory and industry application.
- Spearheaded continuous product improvement as measured by **adoption across 20+ institutions**, by **leading research and system integration** for a custom ERP solution that centralized student data management and simplified administrative reporting.
- Sustained high member retention as measured by viral campaign participation, by **architecting a scalable program strategy** with 8 parallel content tracks that catered to varying skill levels from novice to expert developers.
- Facilitated 50+ internship placements as measured by **successful corporate matches**, by **initiating tech projects** and managing stakeholder relationships to create direct career pathways for high-performing community members.
- Raised Rs.4,00,000+ in sponsorship as measured by **event funding**, by **directing a team of 50** to execute the "Social Media Summit 2023", overseeing budget allocation, vendor negotiations, and on-site event logistics.

Strategic Projects & Analysis

Google Maps: Process Gap Analysis

- Identified workflow failure as measured by drop-off data (42 interviews), by conducting root cause analysis on menu accuracy.
- Mitigated risk for dietary compliance as measured by validated user acceptance, by proposing a systemic process improvement to centralize menu management.

Clash of Clans: Data-Driven Optimization Proposal

- Forecasted 5-10% organic acquisition as measured by quantitative behavioral analysis, by formulating a growth strategy with native social sharing.
- Projected 20-30% adoption as measured by engagement metrics, by designing a retention plan to revamp the social feed.

Split-Wiser: Technical Program Delivery

- Enabled fair expense allocation as measured by precise parsing of complex bills, by managing end-to-end development of an AI-powered engine using LLMs.
- Accelerated user adoption as measured by completion of the workflow, by streamlining the financial process into a repeatable 12-step guided journey.

Thara: AI Personal Agent Ecosystem

- Orchestrated multi-agent coordination as measured by 11-agent synchronization, by orchestrating the architecture using LangGraph and FastAPI.
- Aligned system with user goals as measured by real-time behavioral analysis, by automating complex workflows for task and habit tracking.

Skills

- Product & Project Management:** Program Lifecycle Management, Risk Management, Stakeholder Communication, Roadmap Development, Feature Prioritization (RICE/MoSCoW), Process Improvement, SOP Design, GTM Strategy, A/B Testing, Market & User Research.
- Business Development & Leadership:** Cross-functional Leadership, Conflict Resolution, Startup Operations, Business Development, Partnership & Sponsorship, Resource Capacity Planning, Product Storytelling.
- Software & Systems:** Python, SQL, ReactJS, Git/GitHub, Docker, AWS (S3, EC2), CI/CD Concepts, API Strategy.
- Project Tools:** Jira, Asana, Notion, Microsoft Project, Figma, Power BI, Google Analytics, Excel.
- AI Enhancement:** AI-Powered SOP Architecture, Generative AI (Gemini, GPT-4o), n8n Automation, Prompt Engineering, AI Product Strategy, Model Evaluation Metrics, Automated Workflow Orchestration.
- Agile Frameworks:** Agile, Scrum, Waterfall, Kanban, Sprint Planning, Backlog Management.

Certifications

- Certified Scrum Product Owner (CSPO)
- Lean Six Sigma Green Belt (LSSGB)
- Google: Foundation of Project Management
- Google: Project Initiation: Starting a Successful Project
- Google: Project Planning: Putting It All Together