**Pulkit Khursija**

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**Professional Summary**

Started out writing code, but I quickly realized I loved solving the “why” behind the product just as much as the “how.” Over the last 5+ years, I’ve worked across startups and enterprise teams, helping launch cloud-based SaaS platforms, streamline Salesforce + Outreach systems, and drive better visibility for sales and GTM teams. At one point, I helped clean up cross-module chaos during an SAP rollout — got the backlog under control and helped the team start hitting story points again. In another project, I worked closely with sales ops to connect Outreach and Salesforce — made their lives a little easier by cutting down a lot of the manual back-and-forth. Whether it’s fixing delivery gaps, building roadmaps, or translating between tech and business, I’ve been the person teams rely on to keep things moving and outcomes aligned.

**Skills**

**Programming and Tools:**

* **Project Management** - Agile, Scrum, Kanban, SAP, Lean Six Sigma, OKR’s, Product Roadmaps, Backlog Prioritization, Stakeholder Management, Requirement Gathering, Release Planning, User Story Writing, Business Process Mapping
* **Technical** - Data Analysis (SQL, Pandas, Snowflake), Processing Systems, Salesforce, Python, AWS, GCP, REST API’s, Machine Learning (TensorFlow, Keras, Scikit-learn, OpenCV, Pandas), CI/CD Pipeline, Excel.
* **Tools** - Jira, Aha, Confluence, Postman, Jenkins, Git, Outreach, Tableau, Financial model forecasting, Snowflake, MS Project, COTS, MongoDB, Cassandra
* **Soft Skills** - Leadership, Cross-Functional Collaboration, Data-Driven Decision-Making, Customer Retention Metrics, Campaign Attribution.

**Professional Experience**

**Tungsten Automation**  
*Product Manager*  
Irvine, CA | Aug 2023 – Present

* When we were rolling out **SAP S/4HANA**, I stepped in to run our sprint **planning** and **backlog refinement** sessions. The team was struggling with **cross-module dependencies** at first, especially between **finance** and **supply chain**. I worked closely with both **business users** and **tech leads** to surface blockers early, which helped us avoid last-minute surprises. By the third sprint, we were seeing way fewer delays — and hit nearly every planned story without spillover.
* Owned the **product roadmap for Power PDF and IDP workflows** and synced tech and business goals with our releases. Having a shared release vision helped reduce misalignment and late-stage change requests.
* Built custom **views in Snowflake** to track how the product was moving through each stage. This gave the leadership team better insight into delays and allowed us to re-prioritize when needed.
* Helped launch **SignDoc an e-Signature platform** by working alongside **engineering and marketing**. Focused on **syncing release** timing and messaging, which supported a major product push.
* Supported the team in adopting **clean Scrum practices**. Paired with developers and QA to smooth out the process, which made release cycles more predictable and stakeholder updates more accurate.
* Took the lead on improving a slow and repetitive **QA handoff** process. Applied **Lean mapping** techniques to break down each step, **spotted redundancies**, and worked with the team to cut **non-value-added** tasks. We reduced the cycle time by **~30%** over two sprints.
* Ran a **root cause analysis** using **DMAIC** when **deployment failures** increased. Traced the issue to redundant test jobs in the CI pipeline, cleaned up the process, and helped bring back release stability.
* Worked with **engineering leads** to design **cloud-based** components on **AWS and GCP**. The goal was to keep things secure, scalable, and future-proof — especially as our user base grew.
* Acted as the **go-between** for internal teams and vendors. Helped **define scope**, kept **timelines honest**, and ran weekly calls to keep decisions moving.
* Coordinated with external partners on **cloud rollout** plans. I made sure compliance checks were covered and that performance expectations were met before any **go-live**.
* **Interviewed** new **technical** **hires** and helped **onboard** them. The focus was on building a solid **Agile team** that could collaborate well and ship confidently.

**Codeboxx**   
*Software Solutions Engineer/ Product Owner*  
St Petersburg, FL | May 2023 – July 2023

* Jumped in to support sales enablement by integrating **Outreach** with **Salesforce CRM** — we were aiming to get clearer visibility into prospect activity. Worked with the sales ops team to refine sequences, sync lead statuses, and streamline rep workflows.
* Noticed that **SDRs** were juggling too many disconnected tools, so I led a quick audit of their current stack and mapped out an **Outreach-Salesforce** flow that cut context-switching and increased response tracking accuracy.
* Built custom reports in **Salesforce** to show sales leaders how different campaigns were converting. This gave them solid data to prioritize leads better and align with marketing.
* Partnered with engineering to clean up some clunky **IoT device handoffs** and fed that insight back into **Salesforce** as feedback loops — reps started getting more timely and accurate customer data.
* Drove backlog grooming sessions using Agile rituals and made sure tickets were clearly scoped for devs — it made sprint reviews way more predictable and helped us hit roadmap milestones without last-minute firefighting.
* Worked **cross-functionally** with **GTM**, product marketing, and engineering to **prioritize** device integration features that supported sales-led motions into new smart home markets.

**Denken Solutions**   
*Product Owner*  
Irvine, CA | January 2023 – April 2023

* Took ownership of a legacy **CRM** **module** — reworked several backend flows and kicked off a **Salesforce optimization** effort with the sales ops team. Focused on decluttering lead stages and setting up automation rules to support a cleaner pipeline.
* Rolled out new scoring logic and field validations in **Salesforce** to help the inside sales team focus on the right prospects. We noticed a small bump in conversion quality within two sprints.
* Coordinated with external consultants to test an **Outreach pilot** with the **SDR** team — helped create sequences, align messaging with product marketing, and reviewed email performance weekly with **GTM**.
* Was also supporting a bigger **AI push** — so while adding automation, I made sure the **Outreach** and **Salesforce** systems didn’t duplicate or break downstream workflows.
* Owned the **product** **backlog**, and made sure stories weren’t just technical specs but tied back to user pain points (especially SDR feedback loops). It helped engineering prioritize better and built trust across the team.
* Stepped into **sprint** **demos** and **retros** as a bridge between business and dev — made space for feedback from both ends, which helped improve both the release cadence and morale.

**Imagery LLC**   
*Software Engineer*  
Beavercreek, OH | January 2022 – August 2022

* Developed a **Spectral** **Analysis** **Tool** for drone imagery analysis, improving the calculation of **Vegetation** **Indices** (VI) accuracy by **25%.**
* Implemented **bit** **masking** and image cleaning techniques, resulting in a **70%** increase in usable image data for environmental research.
* Achieved a **0.91** model accuracy in vegetation index **prediction** models, significantly enhancing data product quality.

**Tata Consultancy Services**   
*Assistant Systems Engineer*  
Delhi, India | July 2019 – February 2021

* At TCS, I was part of a cross-functional team supporting **Deutsche Bundesbank**, **Germany’s central bank**, during a major modernization of their **digital infrastructure**. My work focused on **backend systems**, **secure data handling**, and platform upgrades for internal banking operations.
* Built secure **internal APIs** using Node.js and Express to streamline communication between **legacy systems** and newer banking interfaces. These APIs were integrated into key workflows like **payment reconciliation** and **transaction validation** — which reduced processing time and improved **audit** traceability.
* Led backend logic development for a role-based financial operations dashboard that supported real-time reporting and user-specific data access. This helped compliance officers and analysts track sensitive metrics more efficiently across departments like monetary policy and banking supervision.
* When the bank migrated to **AWS** **GovCloud** for better scalability and data control, I helped architect the **data migration process**. This included mapping **sensitive datasets**, implementing **encryption protocols**, and validating the integrity of over 10 million records. The move dramatically improved system responsiveness and uptime for internal apps.
* Collaborated with a **small R&D** group on predictive modeling for **transaction anomaly detection**. I built **early-stage LSTM** and **KNN** models that used historical data to flag irregularities, which later informed a production-grade **fraud detection** pipeline.
* Redesigned a legacy internal tool using React, Redux, and Material-UI — the original system had poor UX and wasn’t mobile-friendly. We turned it into a modern, responsive platform used by hundreds of **Deutsche Bundesbank** employees to track workflow approvals, resulting in a significant drop in support tickets.
* Also maintained an automated QA auditing tool that ran nightly compliance checks on internal web apps, ensuring regulatory formatting and data handling standards were met — which helped streamline internal audits and reduced manual QA effort by over 40%.

**Certifications**

Google Project Management Certificate

**Education**

Master of science in Computer Science at Wright State University 2023

B. Tech in Computer Science and Engineering at APJ Abdul Kalam Technical University 2018

**Publications**

* Presented a comparative survey of 40+ research papers on smart shoes and the various medical grade health monitoring sensors and technologies available at present.
* SMART SHOES FOR ASSISTING PEOPLE: A SHORT SURVEY, Pulkit Khursija and Nikolaos G. Bourbakis, Wright State University, CART Centre, OH, USA And Technical University of Crete, Chania, Greece. Doi: 10.1007/978-3-030-87132-1\_8
* [Publication](https://www.researchgate.net/publication/356689760_Smart_Shoes_for_Assisting_People_A_Short_Survey) link