Rahil Khan
TECHNICAL PROJECT MANAGER (SAAS, CLOUD, DATA SOLUTIONS)

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SUMMARY

Technical Project Manager with 5+ years of experience delivering SaaS, AI, and data-driven solutions. Skilled at **end-to-end project lifecycle management, Agile/Scrum methodologies, SDLC, and hybrid delivery frameworks**. Proven ability to **bridge product, engineering, and business stakeholders**, ensuring on-time delivery of high-impact projects. Adept at **risk management, governance, vendor management, resource allocation, budgeting, and compliance**. Strong technical acumen across **AWS, Databricks, ETL, and data pipelines**, with demonstrated success in **digital transformation and modernization initiatives**.

WORK EXPERIENCE

TECHNICAL PROJECT MANAGER *(OFFICIAL: BUSINESS TECHNOLOGY CONSULTANT)* | **ZS Associates** | Gurugram   **July 2024 – present**

- **Owned full project lifecycle** (initiation to closure) for an *Inclusion/Exclusion Criteria Optimizer*, ensuring compliance with regulatory frameworks and governance standards, leading a cross-functional team of 8.
- Delivered **12% increase in patient pool** and **50% reduction in manual protocol review time across 100+ trials**; awarded *Most Innovative Project*.
- **Facilitated Agile/Scrum ceremonies** (sprint planning, retros, standups) as Scrum Master, applying **Agile best practices** and managing dependencies across client, engineering and product teams.
- Directed **Databricks cost and performance modernization initiative**, identifying **$1M+ savings annually** through architecture redesign, resource allocation, and risk management.

ASSOCIATE PROJECT MANAGER *(OFFICIAL: BUSINESS TECHNOLOGY ASSOCIATE CONSULTANT)* | **ZS Associates**   **July 2022 – June 2024**

- Spearheaded delivery of a Competitive Intelligence SaaS chatbot, integrating system workflows, APIs, and Knowledge Graphs with 3 global trial data sources.
- Designed a **real-time clinical trial alert system** with ETL pipelines and data transformations, reducing update lag from days to under 30 minutes.
- Collaborated with **C-suite stakeholders on oncology portfolio strategy**; presented progress through roadmaps, dashboards, and milestone tracking. Managed **backlog grooming, prioritization**, and sprint execution to align delivery with business objectives.

BUSINESS TECHNOLOGY SOLUTIONS ASSOCIATE | **ZS Associates** | Gurugram   **July 2020 – June 2022**

- Built and maintained **ETL pipelines** for specialty pharmacy data, leading **implementation, integration, and deployment** of reporting workflows. Automated manual operations, **reducing workload by 15+ hours** weekly and **improving reporting turnaround by 40%.**
- Advanced from Intern to **leading team of 3 associates**, overseeing vendor deliverables and external data partnerships with 20+ vendors. Supported **process improvement initiatives**, enhancing governance and compliance tracking for client-facing projects.

LEADERSHIP INITIATIVES

- **GenAI Advocate & Facilitator:** Led learning sessions for 50+ colleagues, introducing GenAI frameworks, model selection strategies, and practical use cases, accelerating AI adoption across client projects.

SKILLS

Project Management: Agile (Scrum), Waterfall, SDLC, Hybrid Delivery, Change Management, Governance, Risk & Compliance, Quality Assurance, Scope Definition, Milestones & Deliverables, RAID Log

Tools & Platforms: Jira, Confluence, Miro, Figma, Excel Dashboards, AWS, Databricks, PostgreSQL, Git, Bitbucket, SQL, ETL, Prompt Engineering, AI, RAG, Python, Knowledge Graphs, API Development

Execution: Program & Portfolio Management, System Integration, Deployment, UAT, Documentation, Process Optimization, Continuous Improvement

Leadership: Stakeholder Communication, Executive Reporting, Vendor Management, Team Leadership, Mentorship, Negotiation, Conflict Resolution

EDUCATION

BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE | SRM Institute of Science & Technology | 84%   July 2016 – June 2020

PUBLICATIONS

Crop Yield Prediction using Gradient Boosting Regression (Principal Author)
Journal: International Journal of Innovative Technology and Exploring Engineering (IJITEE)