

RAHUL SONI

TPM, CSPO, SAFe PO/PM

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Profile Summary:

A highly strategic and results-driven Technical Project Manager with 7+ years' experience delivering global supply chain and customer experience transformation programs across telecommunications, e-commerce, and technology sectors. Proven ability to lead cross-functional, multi-regional teams to design and implement order platform enhancements, streamline operations, and improve customer satisfaction. Skilled in customer experience strategy, end-to-end project lifecycle management, and KPI-driven performance improvement. Adept at applying Agile and Lean principles to drive operational efficiency and achieve key business objectives. Experienced in executive communication, effective risk management, and proactive issue escalation, while applying Lean principles and flow metrics.

Key Achievements:

- Enhanced customer experience by leading cross-functional teams to implement order platform and process improvements, achieving a 5% reduction in order processing times and improved service-level performance.
- Part of global ERP transformation (legacy to S/4HANA) within supply chain operations, improving operational efficiency and aligning processes across teams.
- Designed and implemented a post-go-live hypercare framework, increasing release stability by 15% and improving customer service responsiveness during major system transitions.
- Drove product and e-commerce enhancements for compliance and learning platforms, increasing trial-to-subscription conversions by 25% through improved digital engagement and usability.
- Led Voice of Customer initiatives across multiple regions, translating insights into actionable product improvements that boosted customer satisfaction scores.

Projects: ERP Transformation (Verizon), Supply Chain Optimization & Vendor Collaboration, E-commerce transformation (LMS) Platform, CX enhancements, Data Analytics

Certifications: Certified SAFe® 6 Product Owner/Product Manager, CSPO - ScrumAlliance, Lean Six Sigma Green Belt, Process Mapping Expert (Lean Six Sigma), ISO 27001 Fundamentals, PMP (In Progress), McKinsey Learn Forward Program (In Progress)

Skills Summary:

Core Skills: Global Program and Project Management, Agile (Scrum and SAFe), Cross-Functional Team Leadership, Customer Experience (CX) Process Improvement, Stakeholder Management, Vendor Collaboration, Risk and Issue Management, Change Management, Product Lifecycle Management, Process Improvement, Strategic Planning

Technical Skills: Jira, Confluence, MS Office Suite, SAP, Power BI, SQL, Python (Basics – Data Handling), Salesforce, Monday.com, Figma, Smartsheet

Soft Skills: Effective Communication, Problem Solving, Decision Making, Mentorship and Coaching, Emotional Intelligence, Adaptability, Data-Driven Mindset, Collaborative Leadership

Professional Experience:

Technical Project Manager

Verizon, Limerick

June'24 – Till Date

Fortune 100 telecommunications leader — delivering large-scale ERP and supply chain transformation to enhance customer experience and operational efficiency.

- **Agile Product Ownership:** Managed a 10+ member Agile team (onshore/offshore), driving backlog prioritization, sprint planning, and feature delivery aligned to supply chain optimization and CX KPIs.
- **ERP Transformation:** Actively contributed to a global ERP modernization program (transition from legacy systems to SAP S/4HANA) within the supply chain unit, managing deliverables for a defined project workstream, coordinating with cross-functional teams across multiple regions, and ensuring alignment with overall program timelines and quality standards..
- **Cross-Functional & Vendor Collaboration:** Coordinated with product, architecture, and operations teams, plus 5+ global vendors and 3PL providers, ensuring seamless integrations and contractual compliance.

- **Feature Prioritization:** Contributed to feature prioritization and timeline planning for supply chain and internal fleet management software, aligning development goals with operational efficiency metrics.
- **Process Optimization:** Visualized and established business process models for the supply chain, identifying and resolving critical gaps to improve the end-to-end lifecycle. Collaborated with Distribution Center (DC) teams to optimize processes and drive efficiency, resulting in a 5% reduction in order processing time
- **Executive Stakeholder Engagement** – Produced and presented progress updates, risk assessments, and benefit realization reports for senior leadership, ensuring strategic alignment.
- **New Product Introduction(NPI):** Participated in New Product Introduction (NPI) cycles and contributed to strategic roadmap planning through OKR reviews and quarterly business reviews.
- **Change Management & Hypercare** – Developed a post-go-live defect management framework improving testing efficiency by 15% and enhancing release stability, reducing customer-impacting issues.

Achievements:

- Leadership Recognition Award (Q1 2025) for improving cross-team performance, collaboration, and delivery velocity.
- Reduced vendor onboarding time by 10%, enabling faster sourcing and fulfillment cycles.

Product Ops Manager

Kelmac Group, Limerick

Feb'21 – June'24

Product Owner for a compliance-focused SaaS platform, driving product enhancements, integrations, and roadmap execution to improve the customer journey, satisfaction, and revenue growth.

- **Product Strategy:** Defined and owned the product strategy and roadmap for the LMS and compliance platform, aligning with user needs and regulatory standards, and contributing to overall portfolio alignment.
- **Platform Enhancement & Integration** – Led integration of key third-party tools and optimized platform features to streamline user workflows, improve accessibility, and enhance compliance tracking capabilities.
- **Customer Journey Optimization** – Mapped end-to-end customer interactions to identify friction points, implementing feature improvements and UX enhancements that increased platform adoption and engagement. Also, developed innovative features to enhance CX with a potential use of AI in the journey.
- **SaaS Product Roadmap Ownership** – Defined and delivered product strategy and multi-year roadmap for the compliance SaaS platform, ensuring alignment with regulatory requirements and customer needs.
- **Vendor and Team Management:** Led global IT vendor sourcing initiatives, collaborating closely with external partners and internal teams to ensure seamless product delivery and manage complex system integrations.
- **Quality Assurance & Testing:** Drove a test-driven approach by conducting thorough User Acceptance Testing (UAT) with key business users and stakeholders, identifying and resolving errors to ensure product quality and stability.
- **Voice of Customer:** Acted as liaison between 15+ sales and IT teams to refine products and incorporate features based on market demands and acted as the voice of customers through documentation and feature analysis.

Achievements:

- Enhanced the end-to-end customer product experience for the LMS and compliance platform, resulting in a 25% increase in customer satisfaction, highlighting impactful improvements.
- Owned the product roadmap for the LMS and compliance platform, consistently meeting 96% of feature deadlines through proactive identification and mitigation of roadblocks.

Machine Learning and Data Engineer Intern

Outbound, Dublin

Aug'20 – Oct'20

- Cleaned data by using multiple data sources (structured and unstructured) and performance indicators to locate and correct inconsistencies and maintain data quality to build out an ML model for real-time predictions.
- Developed KPI dashboards, visualisations, reports for mid-level, senior level management and stakeholders using Tableau and Excel on various key metrics in the operations data management project.

Business Analyst (Market research)

Merit Data and Technology

Apr'17 – Nov'19

A Business Analyst at Merit Data and Technology, a leading data solutions & intelligence provider for B2B firms.

- **Requirements Elicitation:** Facilitated user requirement elicitation successfully to capture customer requirements and ensured delivery of needs in form of prototype design, system design and UML diagrams.
- Led functional testing sessions of the product effectively by providing crucial support and assistance to the team by customising the project artefacts and templates throughout the lifecycle of the product development.
- **Customer Journey:** Worked on new product development, from research and ideation to delivery, measurement and improvement by organising requirement gathering sessions and customer journey mapping.

- **Data analytics:** Carried out predictive analytics and regression modeling to examine and determine patterns in data further used for predicting, understanding consumer behavior, and what are the influential factors.

Achievements:

- Conferred with Best Analyst for Q3 17-18 and Q2 18-19 for rendering top-notch insights to key stakeholders.
- Increased the profits of clients by 8% by suggesting different recommendation systems for efficiency.

Research Analyst

Cheers Interactive, Mumbai

Aug'16 – Apr'17

- Gathered data of various clients from Financial Reports (Annual Reports, consolidated financial statements, and EGS Indicators, etc.), intelligence tools like Reuters and Zawya to prepare more than 10 reports for 10 clients at Cheers Interactive.

Education:

MSc in Data Analytics

Jan'20 – Jan'21

National College of Ireland, Ireland, **Grade:** 2:1

Modules: Statistics, Data Visualisation, Data Mining, Data Warehousing, Business Intelligence, Deep Learning, Simulation, and Optimisation, Predictive Analytics, and Research in Computing

Bachelor of Technology in Computer Engineering

Jun'11 – Jun'16

Savitribai Phule Pune University, India **Grade:** 2:1

Modules: Data Structures and Problem Solving, Computer Networks, Databases, Multidisciplinary NLP, Data Mining Techniques and their Applications, Database Management, Java Programming, Software Development and Testing

Extracurricular Activities:

- Represented Pune University at a National Level Squash Event (2014 and 2015) and won Zonal tournaments.
- Member of NSS camp and promoted importance of travelling to remote areas in Maharashtra & serving people.