Sajjan Kumar M

Project Manager

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Data-driven Project Manager with expertise in managing functional operations and a passion for data analysis. Leverage advanced understanding of organizational strategies, procurement, and contracting to drive project success. Thrive in fast-paced environments, collaborating effectively with cross-functional teams to align project objectives with organizational goals. Utilize data analysis skills to extract insights and inform decision-making throughout the project lifecycle, ensuring clarity and alignment for all stakeholders.

Key Skills

- **Project Management**: Resource Allocation, Stakeholder Engagement, Risk Management
- **Automation**: Google Apps Script, AppSheet Development, Workflow Automation
- **Data Analysis**: SQL, BigQuery, PLX Dashboards, Data-Driven Decision Making
- **Process Optimization**: Quality Management, Workflow Streamlining
- **Team Leadership**: Training, Mentorship, Cross-Functional Team Collaboration

Work History

Project Manager   **2023-10 - Present**
Movate Technologies, Hyderabad, Telangana, India

- Oversaw global IT projects such as infrastructure upgrades, software deployments, and system integrations. Used data insights to plan and execute projects within set timelines and budgets.
- Coordinated cross-functional teams, including technical specialists, vendors, and stakeholders, ensuring smooth project execution aligned with business goals.
- Created detailed project plans, schedules, and budgets based on data analysis. Tracked progress against milestones to address deviations promptly.
- Engaged stakeholders across levels to gather requirements, manage expectations, and provide project updates transparently.
- Implemented proactive risk management strategies driven by data analysis. Identified, assessed, and mitigated risks to ensure successful project outcomes and minimize disruptions.
- Improved operational efficiency by streamlining processes and implementing best practices in project management.
- Managed resource allocation and optimized workflows to enhance productivity and meet project deadlines.

Lead   **2021-03 - 2023-10**
Movate Technologies, Hyderabad, Telangana, India

- Led a diverse IT team in delivering remote support across multiple operating systems: Windows, macOS, Linux, ChromeOS, Android, and iOS. Used data analysis to spot trends and refine support procedures.

- Mentored team members to improve technical skills and customer service. Used data analysis to pinpoint areas for growth, tailoring training for better efficiency and satisfaction.
- Employed team management strategies informed by data analysis, such as task delegation, performance assessments, and conflict resolution. Ensured seamless workflow and optimal team output.
- Proactively identified training gaps and organized skill-building sessions based on data insights. Resulted in a more knowledgeable team capable of leveraging data to enhance service delivery.
- Cultivated a culture of continual improvement by soliciting feedback, refining processes, and initiating data-driven initiatives. Ensured team's agility and responsiveness to evolving business demands.
- Coordinated with cross-functional teams to integrate IT support with broader organizational goals, ensuring alignment and collaboration.
- Developed and implemented standard operating procedures (SOPs) to streamline IT support processes and improve response times.

Group Leader
2019-09 - 2021-03

Wipro Limited, Hyderabad, Telangana, India

- Guided a dynamic team of trust and safety specialists responsible for verifying consumer accounts and advertisements on Google Shopping, ensuring adherence to Google Ad policies.
- Established rigorous quality assurance protocols and conducted regular audits to detect and rectify policy violations, safeguarding platform integrity.
- Collaborated closely with cross-functional teams—policy enforcement, legal, and product development—to refine trust and safety measures aligned with industry standards and regulations.
- Provided ongoing training and mentorship to enhance team members' grasp of trust and safety principles and policy updates, fostering a culture of continual learning.
- Acted as a subject matter expert and escalation point for intricate trust and safety issues, applying deep expertise to resolve challenges and achieve solutions that balance user protection and business goals.
- Implemented data-driven strategies to monitor and analyze trust and safety metrics, driving continuous improvement in policy enforcement and team performance.
- Developed and executed comprehensive action plans to address emerging threats and compliance issues, ensuring the platform's trustworthiness and user confidence.

Team Lead
2016-12 - 2019-08

Teleperformance India, Hyderabad, Telangana, India

- Oversaw team triaging and categorizing user feedback across Google Chrome products, facilitating swift identification and resolution of reported issues.
- Established standardized processes and guidelines for feedback handling, ensuring consistent and accurate issue classification.
- Worked closely with cross-functional teams—product managers, engineers, and quality assurance analysts—to prioritize feedback by severity and impact, expediting critical issue resolution.
- Maintained detailed documentation of feedback categories and issue types, offering valuable insights for engineering teams to drive product improvements.
- Cultivated culture of continuous improvement, fostering feedback loops, refining processes, and supporting ongoing training to boost team efficiency and performance.
- Implemented data-driven strategies to analyze user feedback trends, facilitating proactive problem-solving and product enhancement initiatives.
- Led initiatives to optimize feedback handling workflows, reducing response times and enhancing user satisfaction metrics.

Automation and Tools Development

- **Quality Management System (QMS):** Streamlined quality control processes by automating data collection and reporting, resulting in a **25% reduction in manual effort** and improving quality audit completion rates by **15%**.
- **Automated Leave Management System:** Designed and implemented a leave management system that reduced manual tracking errors by **90%**, improved approval turnaround time by **50%**, and enhanced visibility into leave data for managers.
- **Ticketing Automation:** Automated ticket assignment and CCing processes using Google Apps Script, reducing manual effort by **30%** and improving ticket resolution time by **20%**. This resulted in increased SLA adherence and fewer missed escalations.
- **Data Dashboards:** Built interactive dashboards in PLX using SQL and BigQuery, enabling real-time data insights and reducing reporting time by **40%**. Implemented row-level security, ensuring compliance with data access policies across **100% of use cases**.

Certifications

Google Cloud Certified in G Suite

Education

2008-03 - **2012-09**　　**Bachelor of Technology: Electrical, Electronics And Communications Engineering**
SRR Engineering College - Khammam