

# Abhishek Shinde

Technical Lead and Project Manager

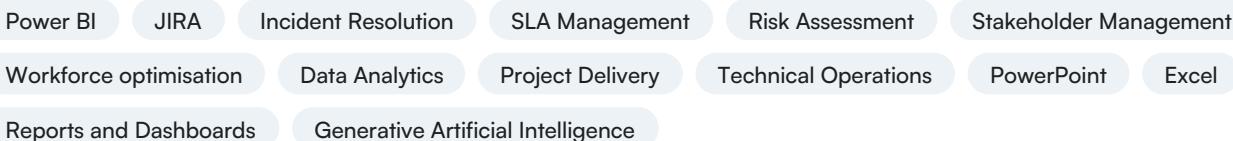
Experience: 12 Years 0 Month

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Ten years turning unclear operational problems into stable systems. Most problems arrive without clean data or obvious solutions. Track record of identifying what matters in high-volume technical environments, making calls that stick, and owning what happens next. Background spans cybersecurity operations, technical infrastructure, and revenue systems where downtime costs money and delayed decisions compound risk. Comfortable operating in the gap between what stakeholders want and what the system can actually deliver.



## CERTIFICATION

- Cisco Certified Network Associate
- Cisco Certified Network Professional
- Gateway to Leadership
- Assessment in Project Management
- Generative AI Mastermind

## WORK EXPERIENCE

### Technical Lead and Project Manager-Persistent Systems Limited

Feb 2025 - Present

Own end-to-end delivery of enterprise customer projects for Proofpoint cybersecurity professional services. Coordinate Sales, Support, Engineering, and Product teams where priorities conflict and timelines compress. Reduced escalation resolution time by establishing clear ownership across functions rather than relying on procedural escalation paths. Built standardized kick-off framework that eliminated ambiguity in scope and success criteria, driving consistent on-time project initiation across concurrent engagements. Manage resource allocation for professional services consultants by assessing real delivery capacity against committed timelines, making trade-off calls when demand exceeds supply. Proactively track dependencies and risk exposure across multiple projects, intervening before issues cascade into delays. Refined operational templates

### Team Lead-ID Medical

Feb 2020 - Feb 2025

Advanced through three roles over five years managing healthcare workforce operations for NHS and private healthcare clients across the UK. Inherited high-volume, compliance-driven environment with unclear accountability and declining service quality metrics. Conducted workflow analysis that revealed decision bottlenecks, not capacity constraints. Restructured team ownership model and drove turnaround time improvements by establishing clear decision rights at each handoff point. Became escalation owner for cases where standard procedures failed and judgment calls determined client outcomes. Built data infrastructure that exposed gap between reported performance and actual workforce utilization, surfacing utilization issues masked by surface metrics. Used analytics to win argument for process redesign over headcount addition, delivering service quality improvements without budget. Ran candidate sourcing and placement operations for healthcare staffing requirements. Operated in fast-moving market where candidate availability shifted daily and client needs changed without advance notice. Built judgment framework for matching candidate capabilities to placement requirements under time pressure. Balanced candidate experience against client urgency when trade-offs were unavoidable.

### Process Executive-Fareportal

Feb 2019 - Oct 2019

Ran operations coordination for travel technology platforms serving CheapOAir and OneTravel during peak booking periods. Accountable for process throughput when volume spiked and edge cases broke

standard workflows. Identified resolution bottlenecks in distributed team structure and redesigned handoff protocols to clarify who owns what decision under time pressure. Improved processing speed without adding headcount by eliminating ambiguous decision points.

#### **Customer Relationship Associate-Tech Mahindra Business Services (TECHMBS)**

Jun 2018 - Jan 2019

Owned technical incident resolution for enterprise accounts where SLA breaches triggered financial penalties. Triaged complex escalations with incomplete diagnostic data and tight resolution windows. Built judgment framework for determining when to escalate versus resolve locally based on risk assessment rather than procedural defaults. Maintained client relationships when service failures occurred and explanations mattered as much as fixes.

#### **Sr. Associate Technical Support Engineer-IDeAS A SAS company**

Jun 2014 - Nov 2017

Delivered technical support for revenue management software in hospitality sector where system downtime directly impacted client bookings and pricing. Resolved issues within SLA when standard troubleshooting paths failed and custom solutions required rapid assessment. Performed installations and upgrades on live production systems where rollback decisions carried revenue risk. Monitored processing operations and made intervention calls based on pattern recognition rather than waiting for alerts. Built reporting that showed actual system behavior versus expected behavior, surfacing configuration drift before it caused outages. Handled client communication when technical explanations needed to be both accurate and digestible under pressure.

## **EDUCATION**

#### **Diploma | Electronics/Telecommunication**

2011

All India Shri Shivaji Memorial Society's Polytechnic, Pune

## **LINKS**

[LinkedIn](#)  
[Portfolio](#)

## **ADDITIONAL INFORMATION**

**Languages:** English, Marathi, Hindi