
SHREYANSHI RAI

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Associate Project Manager | SaaS & LMS Implementations

Results-driven Associate Project Manager with hands-on experience delivering SaaS-based learning solutions, including LMS implementations, content integrations, and multi-tenant platform configurations for enterprise clients. Experienced in owning end-to-end project delivery, driving Agile execution, and coordinating cross-functional teams to ensure smooth go-lives. Recognized for strong client communication, risk management, and data-driven tracking of adoption and post-implementation success in fast-paced environments.

WORK EXPERIENCE

Invoice (formerly UpsideLMS) • Pune, India • 08/2023 – Present

Associate Project Manager

- Own end-to-end delivery of LMS implementation projects, from requirement discovery and solution design to go-live and hypercare support.
- Act as the primary point of contact for clients, ensuring alignment on scope, timelines, dependencies, and success metrics.
- Drive Agile execution by conducting daily stand-ups, sprint planning, backlog prioritization, and progress tracking.
- Coordinate with engineering, QA, content, and DevOps teams to ensure timely and high-quality delivery of custom LMS configurations.
- Proactively identify project risks and dependencies, implement mitigation plans, and manage change requests effectively.
- Oversee platform upgrades and feature releases, ensuring minimal disruption and clear communication to stakeholders.
- Manage project commercials including effort estimation, invoicing coordination, and renewal tracking.
- Leverage BI dashboards and reporting to track adoption, completion metrics, and post-implementation success indicators.
- Coordinate content integrations and API-based deliveries for clients using external platforms, ensuring seamless data and content flow.

Project Management Intern

- Supported senior project managers in executing multiple SaaS and LMS implementation projects across diverse client accounts.
- Assisted in requirement gathering, project documentation, risk tracking, and milestone reporting.
- Collaborated with cross-functional teams to support customer onboarding, configuration, and post-launch stabilization.
- Participated in Agile ceremonies and maintained task tracking using tools such as ClickUp and JIRA.
- Contributed to process improvement initiatives that enhanced delivery efficiency and client satisfaction.

EDUCATION

MBA – Business Analytics & Operations

Lovely Professional University • 01/2022 – 01/2024

B.Com – Marketing & Economics

Deen Dayal Upadhaya University • 01/2019 – 01/2022

PROJECTS

Enterprise LMS Implementation & Go-Live

Acted as the primary point of contact for client during LMS implementation, aligning business needs with technical delivery and managing scope, timelines, and dependencies.

Content Implementation Project

Delivered content integration projects for clients using their own platforms, managing API coordination, content validation, and stakeholder alignment without LMS deployment.

Multi Tenant Portal Implementation

Enabled clients to operate multiple portals within a single platform through a multi-tenant architecture, ensuring seamless administration, content distribution, and user management.

SKILLS

CORE SKILLS: Agile & Scrum, Business Intelligence Reporting, Client Onboarding, Documentation & UAT Coordination, LMS Delivery, Process Optimization, Project Lifecycle Management, Resource Planning, Risk & Dependency Management, SaaS Implementations, Stakeholder Communication

TOOLS & TECHNOLOGIES: ClickUp, Google Workspace, JIRA, Microsoft Excel, Microsoft Project, Microsoft Teams, Monday.com, Tableau, Zoho BI