

# 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

#### Invince (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 Upadhyaya 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