SAILESH DHRUV

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Experienced Project Manager with over 15 years of experience leading complex software development, CRM, and SaaS solutions. Demonstrated expertise in cloud-based solutions, serverless microservices architecture, and mobile app backend development. Proven track record in managing projects in diverse industries, with a recent focus on technology integration and delivering high-impact projects in agile environments. Adept at leading cross-functional teams and collaborating with stakeholders to meet business objectives.

Skills

- Professional Scrum Master (PSM 1), Agile Methodologies & Waterfall Methodologies
- Proficient in Azure DevOps, JIRA/Atlassian tools, SharePoint, Power BI and MS Office Suite
- Skilled in Wireframes, Defining Scope, User Stories, Managing priorities and Business Process Model and Notation (BPMN) 2.0
- Expertise in Business and System Analysis, Solution Gap Analysis
- Team Leadership in Digital Transformation, IT Infrastructure and Application Management & Network Technologies
- Communication and Team Collaboration
- Operational Leadership
- Project Roadmap Development and Analytical approaches
- Extensive experience in facilitating agile delivery and managing backlogs for ERP, CRM, and SaaS products
- Proven ability to manage delivery outcomes for multiple backlogs, including ERP and other projects
- Mobile App Backend Development
- Strong financial acumen and experience in financial reporting
- Selling Benefits of changes to stakeholders.
- Skilled in coaching and mentoring agile delivery across multiple teams
- Effective communication and team collaboration
- Proficient in Project, Operations, and SLA (Service Level Agreement) Management
- Low Code Development and Advanced Software Development Lifecycle (SDLC) Knowledge
- Full Stack Development (Front End, Back End, Mobile App)
- Product and User Experience Design (UX / UI), Collaborative Product Design and Strategy
- Digital transformation and system optimization for E-commerce and Digital Project
- Requirement Analysis & Management, Change Impact Analysis
- Data communication and Information Management, Quality Assurance, and Defects Management
- Technical Documentation, Configuration, and Workshop & Training Facilitation
- Solution Architecture, Restful and Third-Party API Integration, and Data Integration Techniques
- SQL Reporting, Data Governance, Database Management, and SQL Skills
- Serverless Microservices Architecture
- Comprehensive Testing Methodologies and Tools, including AI – Prompt Engineering
- Strong Problem-Solving, Project Management Skills
- Risk Management and Conflict Management
- Expert AI Prompt Engineer
- Implementation of Open AI API with custom LLM
- Strategic Thinking, Research, Stakeholder & Vendor Engagement and also out of the box approach.
- System Administration, Maintenance, and Cloud Technologies (AWS, Azure)

Education

Bachelor of Computer Technology (Applied Science): Computer and Technology
Bharathiar University, Coimbatore, Tamil Nadu, India

Certifications

Professional Scrum Master (PSM-I)
Scrum.org | Certificate: https://www.scrum.org/certificates/908269

Stripe Certified Fundamentals Certification
Stripe.com | Certificate: https://stripecertifications.credential.net/363b37ad-05aa-4c4f-8786-deaa898df0da

Work Experience

SENIOR SCRUM MASTER & PROJECT DELIVERY MANAGER
Logicall PTY LTD– ADELAIDE, 01/2022 – 04/2024

- Project Management for ERP, CRM, and SaaS Products: Led the ERP, CRM, POS, and SaaS project implementations for a major tourism client, focusing on adventure sports, CRM with Payroll for NDIS, SaaS for Security Agency, POS for retail sectors.

- Healthcare Systems Migration and Compliance & Auditing System: Oversaw the seamless integration and migration of healthcare auditing systems, ensuring minimal disruption and full regulatory compliance.

- Led a major backend system overhaul for an Australian Tour Operators mobile app, modernizing the architecture using serverless technologies and microservices on AWS, reducing latency by 40% and improving user satisfaction.

- E-Commerce Project Management: Led the development and deployment of an e-commerce platform for a major retail client, enhancing user experience and driving sales growth.

- Facilitated agile delivery for ERP, CRM, POS, and SaaS projects, ensuring iterative incremental delivery of business value
- Organized and facilitated Agile ceremonies, including sprint planning and daily stand-ups, to drive team collaboration and efficiency
- Implemented Open AI API in real-time projects, producing SOPs and reports for various business needs, ensuring near-accurate results.
- Designed and implemented a serverless microservices architecture, enabling seamless integration with third-party payment gateways and cloud-based databases.
- Maintained backlogs in Azure DevOps, tracked, prioritized, and assigned tasks to team members, ensuring timely delivery of project milestones
- Managed delivery outcomes for multiple backlogs, including ERP and Cyber Security projects, while adhering to agile principles and best practices
- Mentored and coached agile delivery across diverse teams, promoting self-organization and continuous improvement

- Stakeholder Relationship Management & Brand Visibility: Enhanced stakeholder relationships and collaboration, increasing brand visibility by 25% through strategic engagement and communication.

- Adaptable Leadership in Dynamic Projects: Displayed adaptability in rapidly changing project environments, maintaining team focus and project momentum.

- Digital Transformation & Client Engagement: Led digital transformation initiatives, enhancing client satisfaction and operational efficiency.

- Positive Vibe, Optimistic Approach: Throughout my career, I've consistently brought a positive vibe and an optimistic approach to every project. This attitude has been instrumental in fostering a productive and motivated team culture, leading to successful outcomes even in challenging situations.

- Agile Process Management & Cross-functional Collaboration: Translated complex project requirements into actionable user stories and process flows in an Agile environment. Facilitated collaboration between product owners, developers, and QA teams for high-quality software delivery.

- Documentation, Workshop Facilitation & BPMN 2.0 Training: Developed and maintained detailed technical documentation and software configuration. Conducted requirement workshops and BPMN 2.0 training for internal teams.

- Rapid Response & Schedule Management: Implemented rapid response protocols, reducing downtime by 50%. Ensured project schedules adhered to timelines with a 95% success rate.

- Data Analytics & Cloud Technologies: Utilized Power BI for advanced data analytics and project performance tracking. Gained exposure to cloud technologies like AWS and Azure.

- Drove the cloud migration strategy for multiple legacy systems, reducing infrastructure costs by 30% and improving system resilience.

- System Administration and Performance Optimization: Managed system administration activities, including proactive monitoring of application performance and implementing robust testing methodologies for system reliability.

- Application Lifecycle Management: Led the evaluation, development, and management of application lifecycles, ensuring alignment with business strategies and efficient portfolio management.

- API Integration and Database Management: Spearheaded API integrations and efficient database management for optimized data storage and retrieval processes.

- Effective Communication in Project Delivery: Utilized strong communication skills to align team efforts with client expectations, leading to successful project outcomes and enhanced client satisfaction.

- Developer and Analyst Collaboration: Regularly collaborated with Business Analysts and Software Developers to align project goals and ensure seamless integration of business and technical aspects.

- Collaboration with IT Teams and Vendors: Collaborated effectively with remote development teams and in-house development IT teams and vendors to resolve technical issues and improve system performance. Maintained comprehensive system documentation, including technical specifications and process flow diagrams.

SENIOR PROJECT MANAGER (CORPORATE PROJECTS)
QUERY, SURAT, GUJARAT, INDIA, 12/2010 - 11/2021

- Business Analysis: Evaluated and optimized business processes, increasing operational efficiency by 20% and stakeholder satisfaction by 35%.
- System Improvements: Revamped system documentation and procedures, bolstering controls and enhancing performance by 30%.
- Digital Transformation in Retail: Spearheaded a digital transformation project for a retail chain for artificial jewelry, integrating new technology solutions to streamline operations and enhance customer engagement.
- Strategic Planning: Developed and executed short and long-term plans, enhancing risk control and mitigation effectiveness by 40%.
- Hands-On Technical Leadership: Actively engaged in the technical aspects of project management, including coding in #Java, #Kotlin, #PHP, #Javascript, HTML and mobile technologies for critical phases of software development.
- Budget Optimization: Analyzed business requirements to optimize hardware, software, and consulting costs, achieving a 15% budget reduction.
- Digital Strategy & Market Positioning: Directed a digital transformation project for a retail chain, integrating technology solutions to improve customer engagement and market positioning.
- Business Intelligence: Improved data consistency and relevance, optimizing decision-making processes and business strategies.
- Developed strategies to enhance user experiences based on comprehensive customer feedback analysis.
- Worked closely with clients in the retail sector, gaining insights into retail operations and analytics.
- Stakeholder Management & Negotiation: Excelled in client negotiations and stakeholder relationship management, driving business efficiency and satisfaction.
- Developed technical documentation and user guides for various business applications.
- Guided teams through the Agile development process, ensuring effective communication and collaboration.
- Collaboration with Business Analysts and Developers: Spearheaded cross-functional teams comprising Business Analysts and Developers, facilitating effective communication and integration of business requirements into technical solutions.
- Cross-Functional Workshops and Stakeholder Engagement: Facilitated cross-functional workshops focused on system improvement, fostering effective stakeholder engagement and collaborative problem-solving.

PROJECT MANAGER
WEB TV INDIA, SURAT, GUJARAT, INDIA, 11/2008 - 12/2010

- Market Insight: Executed detailed business analyses to identify essential business factors, providing insights that led to a 30% boost in operational efficiency.
- Technology Implementation: Authored comprehensive guides on technology implementation, reducing IT spending by 20% and enhancing staff productivity.
- Financial Analysis: Delivered cost-benefit and ROI analyses to business leaders, informing decision-making and optimizing project planning.
- System Integration: Unified on technology strategies and unified departmental needs, boosting user satisfaction by 25% and system efficiency by 35%.
- Operational Streamlining: Introduced procedural improvements and addressed performance issues, cutting completion times by 30%, reducing failure rates by 25%, and decreasing downtime by 40%.
- Data Reporting: Collaborated standardized statistical models, streamlining reporting processes and improving data accuracy and accessibility.
- Portfolio Assessment: Conducted thorough assessments of application portfolios, identifying opportunities for modernization and strategic enhancement.
- Customer Experience: Advocated for and implemented user-centric design strategies, uplifting user satisfaction by 25%.
- Developed and executed system testing protocols, ensuring robust and reliable IT solutions.

Languages

- English   (Read/Write/Communicate)
- Hindi   (Read/Write/Communicate)
- Gujarati (Read/Write/Communicate)