**SUMMARY**

* **Results-driven Senior Project Manager** with a strong track record of leading **complex IT initiatives, process optimizations, and digital transformations** in fast-paced environments.
* **Strategic leader** experienced in defining long-term **business and technology roadmaps**, bridging the gap between **technical execution and business objectives**.
* **Cross-functional collaborator**, adept at working with diverse stakeholders, ensuring seamless communication between **engineering teams, business units, and executive leadership**.
* **Analytical problem-solver**, skilled in leveraging **data-driven insights, design thinking, and business logic** to drive informed decision-making and operational efficiency.
* **Expert in Agile and Scrum methodologies**, proficient in **documenting requirements, writing functional specifications, and crafting user stories with clear acceptance criteria** for development teams.
* **Extensive experience in IT project lifecycles**, managing **system requirements, product evaluations, integrations, and implementations** across **financial services, retail, e-commerce, and IoT domains**.

**EDUCATION:**

* **Master of Computer Science and Engineering** | Santa Clara University, Santa Clara Jan’15 - Jun’16
* **Master of Business Administration** | ICFAI Business School, Hyderabad, India Jul’10 - Mar’12
* **Bachelor of Engineering** (Computer Engineering) | MDU, Gurgaon, India May’06 - Jun’10

**SKILLS:**

Growth Strategies (A/B Testing), Customer empathy, Ownership mentality, Strategic problem solving, Data driven decision making (SQL, Python, Amplitude, Tableau), Cross functional alignment, Relationship building, Project management (Agile, Scrum, Kanban), User-centric design (Prototyping using Figma)

**PROFESSIONAL EXPERIENCE**

**Visa Technologies,** Foster City **Apr’23-Present**

**Lead Agile Project Engineer / Agile Project Manager**

* **Managed end-to-end project lifecycle** for data governance initiatives, overseeing **requirement gathering, process mapping, and workflow optimization** to align with organizational goals.
* **Led cross-functional teams** to integrate and validate retail banking product data into the **Genesis platform**, ensuring **real-time accuracy, compliance, and seamless system transitions**.
* **Directed large-scale financial reporting projects**, managing the transition of regional retail banking portfolios across **NAM, EMEA, and APAC** into the **FullSuite Reporting Ledger**, improving **balance sheet visibility and regulatory compliance**.
* **Spearheaded the design and implementation of a Data Governance Framework**, collaborating with stakeholders to define **data structures, resource models, and governance policies** that enhance data integrity and regulatory adherence.
* **Drove stakeholder engagement and change management**, ensuring smooth adoption of **new data governance policies and process improvements**.
* **Managed KYC implementation projects**, overseeing **customer onboarding, risk assessment, and due diligence** processes to enhance accuracy and compliance.
* **Led the deployment of fraud detection systems**, utilizing **advanced analytics and machine learning** to mitigate risks and prevent fraudulent activities.
* **Conducted project risk assessments**, implementing **controls and mitigation strategies** to ensure data security, compliance, and adherence to internal policies.
* **Defined data governance roles and responsibilities**, establishing clear **ownership, stewardship, and accountability frameworks** across the organization.
* **Leveraged data analytics tools** to monitor **data quality, identify gaps, and drive continuous improvement initiatives**.
* **Provided project status updates and executive reporting**, utilizing **Jira dashboards and reports** to track progress, address challenges, and align initiatives with business objectives.
* **Acted as a liaison between technical and business teams**, translating complex **data governance concepts into actionable project deliverables**.

**Amazon,** Sunnyvale  **Jun’21 – Mar’23**

**Lead Project Engineer / Project Manager**

* Oversee project operations to ensure compliance with industry regulations, safety standards, and best practices.
* Analyze data flows and reporting structures to optimize business processes and improve operational efficiency.
* Lead business process planning and design, providing strategic recommendations to enhance project execution and solution design.
* Coach and mentor teams in Agile methodologies, fostering collaboration and communication between cross-functional stakeholders.
* Work closely with product owners to prioritize and manage project backlogs, ensuring alignment with business objectives.
* Develop business requirement documents, functional specifications, and user stories to guide engineering teams in project execution.
* Manage end-to-end project lifecycle, including scoping, planning, estimating, scheduling, and execution, ensuring timely delivery.
* Facilitate Agile ceremonies, including sprint planning, daily stand-ups, sprint demos, and retrospectives, to drive continuous improvement.
* Conduct stakeholder analysis to understand customer needs, recommending operational improvements to enhance user experience.
* Proactively handle project escalations, ensure SLA adherence, resolve complex operational challenges, and implement process optimizations.

**Amazon,** Santa Cruz **Mar’19 – Jun’21**

**Lead Project Engineer / Project Manager**

* Translated business needs into actionable, data-driven strategies, aligning insights with organizational goals to enhance decision-making and operational efficiency.
* Led the integration of data science into business applications, leveraging advanced analytics to drive informed strategic initiatives.
* Partnered with C-suite executives to establish a data-driven culture, ensuring alignment of data initiatives with enterprise-wide objectives.
* Defined and executed digital marketing strategies, utilizing email campaigns and push notifications to acquire and retain customers.
* Spearheaded enterprise-wide data and analytics transformations, including the development of data lakes, next-gen business intelligence platforms, and robust data management frameworks.
* Automated data-driven marketing programs to optimize customer segmentation, targeting, and campaign performance.
* Expanded the use of first-party and third-party data sources, enhancing customer insights and strengthening competitive advantage.

**Field wire,** San Francisco  **Jan’18 – Mar ‘19**

**Software Engineer**

* Designed and implemented comprehensive end-to-end testing strategies to enhance software quality and reliability. Led the development of automated and manual testing frameworks, ensuring thorough validation of application functionality, performance, and security. This initiative resulted in a 30% reduction in production defects, leading to a more stable product and an improved user experience for 1M+ monthly active users.
* Collaborated closely with product managers, developers, and quality assurance teams to proactively identify and resolve critical issues within the construction management platform. Conducted rigorous debugging, root cause analysis, and performance optimizations, ensuring smooth system operations and improved platform stability. These efforts boosted customer satisfaction scores by 20%, reinforcing the product's reliability and user trust.

**Trismax Inc,** Pleasanton  **Apr’17 – Jan’18**

**Software Engineer**

* Automated 75% of regression test cases using Selenium and Cypress, significantly reducing manual effort and accelerating testing cycles by 40%.
* Streamlined the release process for Learning Management System (LMS) websites designed for Apple Inc., enabling a faster and more efficient deployment cadence.

**Western Union Digital,** San Francisco  **Nov’16 – Feb’17**

**Software Engineer**

* Partnered with cross-functional teams to revamp the email notification system, ensuring 100% compliance with global transaction notification requirements.
* Enhanced system reliability and user experience by implementing robust testing frameworks and validation mechanisms.

**Various Roles,** India  **Mar’12 – Dec’14**

**Software Engineer**

* Designed and executed comprehensive test strategies, leading to a 40% reduction in production defects and achieving ~90% product reliability.
* Worked closely with development teams to enhance software quality, optimize workflows, and implement best practices in software testing and quality assurance.