

PROFESSIONAL SUMMARY

Technical Product Manager with 6+ years working across B2B SaaS platforms, ERP rollouts & workflow automation, covering everything from roadmap & backlog to delivery. Comfortable turning business requirements into technical scope & working closely with engineering & QA in Agile teams. Results so far: \$388K+ in annual savings, 2,000+ hours saved every month, 40% fewer errors, 35% higher conversion, & support for 500K monthly leads, with outcomes reported directly to senior stakeholders.

CORE SKILLS & TOOLS

Product: Product roadmap, user stories, acceptance criteria, backlog management, sprint planning, product discovery, OKRs

Delivery: Agile/Scrum, Jira administration, Confluence, release planning, QA coordination, UAT, stakeholder reporting

Business: Process optimization, change management, operations management, data analysis, workflow automation

Technology: SaaS platforms, NetSuite ERP, RPA, Power BI, Figma, HubSpot, Office 365, Trello, Asana, ClickUp, API testing

PROFESSIONAL EXPERIENCE

Technology Project Manager - Product & Delivery (Technical Product Manager) | Pinnacleway-biz Solutions Jul 2025 - Present

Clients: APCO Holdings, LLC (Finance & Accounting Automation); CareAxis Inc. (Healthcare SaaS Platform)

- Returned to Pinnacleway-biz Solutions in Jul 2025 after an earlier stint as Project Manager (Jul 2023 - Apr 2024), this time in a broader product & delivery role.
- Led the NetSuite ERP rollout & a set of RPA process changes that cut processing time by 20% & saved over \$388K a year.
- Built RPA workflows for accounting tasks that cut manual effort by 2,000+ hours a month & dropped error rates by 40%.
- Run Jira administration for multiple teams; project tracking accuracy is up 15% & team efficiency up 20% since taking this on.
- Set up a management reporting cadence, delivery dashboards & escalation paths so stakeholders stay informed & decisions don't stall.
- Own end-to-end healthcare SaaS delivery, covering organization setup, property management, client workflows, communication templates, reporting & access control.
- Turn stakeholder requirements into epics, user stories & QA-ready acceptance criteria, which has cut rework & sped up h&offs to engineering.
- Keep sprint documentation & the backlog clean, plus weekly status summaries, which brought scope creep & rework down by 25%.
- Coordinate design, frontend, backend & QA teams through discovery, development, UAT & release.

Technology Manager - Product & Delivery (Technical Product Manager) | SingleInterface Apr 2024 - Jun 2025

Led product operations for a hyperlocal B2B marketing automation platform supporting enterprise br&s across India.

- Defined & prioritized the product backlog for campaign automation features behind \$450K+ in monthly ad spend & 500,000 monthly leads.
- Client conversion rates climbed 35% through campaign optimization, A/B testing & regular performance reviews.
- Worked closely with business, marketing & engineering to prioritize product changes based on campaign data & direct client feedback.
- Standardized product documentation, sprint reporting & stakeholder updates so teams stayed aligned & execs had visibility.

Project Manager - Product & Delivery | Pinnacleway-biz Solutions Jul 2023 - Apr 2024

- Managed project plans, timelines & sprint schedules for early NetSuite ERP & RPA initiatives.
- H&led Jira administration for delivery teams & coordinated h&offs between design, engineering & QA.

Freelance Product & Project Consultant | Multiple Clients Jun 2018 - Jul 2023

Clients: Telgoo5 Inc. (New York), Locgfx Pvt. Ltd., Dechcept Pvt. Ltd., E-Bibil Technologies Pvt. Ltd.

- Delivered 12+ web & mobile apps plus one 2D mobile game; FarmhouseHub hit 10K+ active users within 3 months of launch.
- Put together & led a 25-person cross-functional team across design, development, QA & marketing, running multiple client projects at once.
- Brought in clear project plans, sprint schedules & milestone checkpoints that lifted delivery speed by 30% & operational efficiency by 25%.
- Kept client satisfaction at 95% & budget adherence at 90% on average across 22+ engagements.
- Directed Smart Module IoT product development; real-time monitoring & data insights raised logistics efficiency by 25%.
- H&led API testing, documentation & stakeholder reporting for Telgoo5 Inc., a US-based telecom SaaS company.

CERTIFICATIONS

SAFe POPM 6.0 | Project Management | Google Analytics | Atlassian Jira Fundamentals

EDUCATION

B.Tech - Computer Science & Engineering, GLA University, Mathura | 2016 - 2020

NOTABLE PROJECTS & ACCOMPLISHMENTS

- **SR-Spark:** Solar PV power optimizer/booster prototype targeting 1.8X-2X generation improvement; MVP in progress (self-funded).
- **Smart Bag:** RFID-based travel/student bag prototype funded by the Department of Science & Technology, Government of India.
- **AgroRobo:** IoT-based CNC farming automation prototype funded by NewGen IEDC, GLA University.
- **TEDxGLAU & E-Conclave:** Co-organized national-level B-Plan event & TEDx at GLA University (2018 & 2019).
- **Presentation:** Intra-Regional Level 21st National Children's Science Congress, focal theme Energy: Explore, Harness & Conserve.
- **Rajya Puraskar:** State-level recognition in the Bharat Scouts & Guides (BSG) movement.