Puneet Khandelwal

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Summary

- 6+ years of Agile Project Management in Mobile and Web Applications with a background in Analytics and Technology
- Expertise in building products:
    - FinTech (Loan Originating System and Loan Management System)
    - Connected Car (Connectivity Management Platform, API Orchestration Platform and Ecosystem Enablement Platform)
    - IoT Platform
    - Business Intelligence
    - Fleet Management System
    - Network Management System
- Strong account management experience with
    - Car OEM's like GM, Daimler, Yanmar
    - MNOs like Reliance JIO, Vodafone, STC, Etisalat, America Movil
    - FinTech Partners like Capital Float, Zest Money, Pay Sense, Money Tap, Early Salary, Rupeek, SME Corner, ProgCap and many more
- Expertise in Agile (Scrum & Kanban) Management of cloud-based platform solutions & services such as SaaS
- Effective team leader currently managing more than 45 team members shared across multiple functions and projects
- Strong enterprise application knowledge with a unique ability to identify client needs
- Effectively communicate core product value proposition and architect comprehensive solutions
- Executive Presence & connect with CXO level
- Devised strategies that solve business problems and provide business results
- Result driven personal with strong record of accomplishment in the managing projects based on enterprise software solutions
- Articulated Solutions and Implemented various Payment Gateway Integrations
- Excellent interpersonal, technical, analytical, leadership, team player, channel management skills

Professional Expertise

- Project Management Skills   :   Agile (Scrum & Kanban), Scope Management, Business Analysis, Planning
- Programming language   :   Shell Scripting, SQL, JQL
- Software   :   MS Projects/W/E/PP/Visio, GitHub, Jira, Confluence, Trello, Tableau
- Operating systems   :   MacOS, Windows, Linux
- Other Skills   :   Team Management, Strategic Planning, Leadership, Negotiation

Certifications

- Completed   :   Agile with Atlassian Jira, Competent Leadership
- Currently Pursuing   :   PMP, Data Visualization and Communication with Tableau, CSP

Experience

Sep'20 –Present   **Credit Saison (India) – Scrum Master**   **Bengaluru, India**

- Facilitated the end to end Scrum process
- Facilitated creation of backlog items, sprint plans, release plan for the scope that has to be developed and released
- Accounted for the preparation and execution of program increments
- Guided the team of 50+ members on how to use agile/scrum practices and values
- Guided the team of 50+ members on self-organizing in the Agile/Scrum framework
- Removed impediments or guided the team to remove impediments by finding the right personnel to remove the impediment
- Accounted for timely delivery and quality of agile release deliverables
- Driven execution of program increment and program-level continuous improvement
- Monitored schedule and burndowns
- Became a change agent and driven continuous improvement, prepared and presented reports on the progress and success
- Implemented successful Partner's Integration categorised under Wholesale Lending, SME Co-Lending, Consumer Co-Lending
- Implemented and Monitored various Agile KPIs (Individual, Focus Group, Team and Product Performance) using Data on Jira
- Documentations of various KPIs, Processes, Practices on QoQ and YoY basis in Confluence
- Responsible for entire Jira Admin Management related to Project and Board Configurations

Jul'20 – Sep'20	Airlinq – Manager, Engineering	Jaipur, India
Apr'17 – Jun'20	Airlinq – Assistant Manager, Projects	Jaipur, India
Jun'15 – Mar'17	Airlinq – Associate, Projects	Gurgaon, India

- Providing end-to-end project delivery - Requirements Gathering, Documentation, SIT, UAT, Delivery, Closure
- Monitoring progress to meet deadlines, standards and cost targets
- Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs
- Reviewing, assessing and evaluating execution of the project on a regular basis
- Troubleshooting and resolving complex issues arising in the projects
- Worked under tight deadlines by coordinating and scheduling complete execution of the projects
- Controlled project change and Managed simultaneously occurring tasks and shifting priorities
- Participated as a technical expert in the Pre-sales qualification for the delivery of the technical design, strategies and plans
- Developed and cultivated strong customer relationships including negotiation, conflict resolution, and crisis management
- Conduct client interviews, high-level reviews, focus groups to derive and execute action plans, meet deadlines and follow industry standards & best practices
- Expertise in preparation of Business Requirement Document (BRD), Business cases, Test Plan, Test Strategy, detailed Work Breakdown Structure (WBS)
- Provide solutions based on client's requirements, their business processes and system capability
- Prepared the Sequence diagram, use cases, screen mock-ups, Wireframing and provide walkthrough on the same artefact to the development team
- Documenting business related changes prior to go live activities
- Explaining to the developers the requirements and trying to bridge the gap between the business and technical stakeholders
- Producing reporting documents and leading weekly meetings with developers and business units to discuss outstanding technical issues and deadlines which need to be meet
- Planning and defining the testing approach - Test Plan and Test strategy, providing advice on prioritisation of testing activity in support of identified risks in project schedules or test scenarios
- Participate in the Test case writing, provide the consultancy to test team and review the Test cases
- Experience of working on tools like Jira & MS Visio
- Articulated project goals and scope and translated business needs into technical terms
- Created cost-benefit analyses and ROI Assessments and Maintaining project expenditure within its budget
- Maintaining, managing and documenting all project reports and statements
- Excelled in guiding the work of technical teams
- Generating maximum team performance by organizing resources, analytical abilities, team building capabilities and motivation skills
- Managing more than 45 team members shared across multiple functions and projects
- Received multiple appreciation mails from client for record time deliveries of the project

Positions of Responsibility

| Jan'17 – Dec'18 | Gurgaon Champions Toastmasters Club, VP - Education | Gurgaon, India |

- Educating each member of the club to increase their communication and leadership level
- Organising Meetings and agendas, by involving innovative ideas
- Planning and Implementing steps to increase education levels by tracking their speeches/roles

| Aug'12 – Apr'15 | Mess Workers Education Programme, Coordinator & Mentor | Jaipur, India |

- Served as the vigilance coordinator for year 2012
- Coordinated the whole programme with the help of mentors for year 2013
- Mentoring the operations of the whole programme for current year

Major Projects / Products

| Sep'20 – Present | Loan Originating System (Jarvis) | Credit Saison (India) |

- LOS supports the loan application processing needs of banks and financial institutions. The process of issuing a loan involves a series of steps right from acquiring a borrower, to processing their information, to vetting their credit standing, documentation and then finally either approval and disbursal of funds or disapproving the loan.

| Sep'20 – Present | Loan Management System (Vaultron) | Credit Saison (India) |

- LMS supports multiple facets of Loan portfolio starting from prospecting to closure and monitoring. The comprehensive loan management solution facilitates banks and financial institutions to automate the procedures for achieving cost savings and better customer experience.

Aug'19 – Sep'20	Connectivity Management Platform	RJIO / America Movil / STC Kuwait

- GControl CMP allows enterprises to manage and control the aspects of cellular, WBIoT and NBIoT connectivity to their networked assets on a global scale with a single unified solution

Oct'18 – Sep'20	GTStar / GStack	GM/Daimler/DOCOMO

- GTStar Connected Car Product - An open, scalable, cloud-based connected car platform to enable connectivity, mobility, monetization and infotainment services
- GStack Connected IoT Product - An application centric platform transforming device manufacturers into service providers enabling monetizable and scalable services

Jun'15 – Apr'20	Wirelessone	Tata Communications Ltd

- A platform for RF Network catering to Enterprise-wide geospatial visualization platform for RF network statistics, Auto Co-relation between different segments of the network, and enabling auto-ticketing, achieving Inventory Systems integration, Bandwidth Feasibility, Capacity Management, and Auto Alert Mechanism for augmentation, Fault Management, Performance Monitoring and Reporting capabilities

Nov'18 – Apr'19	RPD	BARC

- RPD projects collection of viewership + metadata from different Cable & DTH operators currently and need to extract and segregate as per business, research and tech information out of it

Dec'17 – Jan'19	BUDDE	BARC

- An Analytics and Business Intelligence tool which process the data in the real time and presenting the output in a grid format and custom graphs along with some variables applied on it, and able to analyse the trends across the studies over past years

Education

- **B Tech [ECE] (2015)** The LNM Institute of Information Technology, Jaipur
- **12th (2011)** Aklank Public School, Kota
- **10th (2009)** Kailash Vidya Vihar, Nimbahera