



PROJECT MANAGER

PANKAJ BIYANI

GET IN TOUCH

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SNAPSHOT

An enthusiastic project manager with over 4 years of hands on experience in project management, program/ people management, operations, strategy & planning, and customer service

WORK EXPERIENCE

PROJECT MANAGER | Uber India Research and Development Pvt Ltd | 2019 – Present

- **Execution of APAC/ Regional projects:** Designed and effectively executed cross functional/ high-impact projects ranging from launching a low cost site to improving customer satisfaction across APAC collaborating with various stakeholders within/ outside the org.
- **Stakeholder/ Quality management:** Partnered with APAC leadership and key stakeholders to drive timely execution of projects that helped achieve the promised benefits like the improvement of safety metrics and the quality of the saved responses.
- **Account manager to regional leadership:** Provided strategic recommendations to solve employee related concerns by building the interactive communication channel where both employees and leaders have the visibility on the concerns raised and resolved.
- **Consultative support:** Enabled consultative/ advisory framework by designing the project playbook and the lite version of PMP resources like training materials, required tools, etc to provide need based support on the projects led by operations or other teams.

SENIOR PROGRAM SPECIALIST | Uber India Research and Development Pvt Ltd | 2017 – 2019

- **Priority initiatives:** Led cross-site priority initiatives collaborating with APAC leadership, regional commops, and operations, and scaled them across APAC COEs
- **Process improvement:** Executed projects to structure and standardize processes for APAC COEs
- **Build SOPs:** Worked with regional teams to standardize SOPs for site launches and new workflows
- **Data driven framework:** Analyzed support data to provide actionable support and operational improvements

GROWTH OPERATIONS | Uber India Research and Development Pvt Ltd | 2016 – 2017

- **Driver re-engagement program:** Launched driver re-engagement central tele-calling program across India
- **Design performance metrics** Setup a process from ground-level to production, including SLA design & tracking mechanism. Collaborated with salesforce analysts and central existing supply teams for product design & implementation
- **Led city operations:** Setup ToF operations for Mumbai and West Expansion cities. Increased daily productivity by 30% while maintaining quality for Teleperformance Indore

GRADUATE ENGINEERING TRAINEE | Ingersoll Rand | 2015 – 2016

- **Collaboration with sales team:** Worked with the sales team to help convert potential leads into clients
- **Client management:** Hands-on experience to review and understand pain points of existing clients
- **Reporting cadence:** Built weekly reports for marketing, on potential leads to conversion

EDUCATION HISTORY

VELLORE INSTITUTE OF TECHNOLOGY | VELLORE

B.Tech Mechanical Engineering, 2014

- Marketing Head, IEEE Student Chapter
- Events and Management, Committee Manager
- Shooting Guard, VIT Basketball Team

AREAS OF EXPERTISE

PROFESSIONAL SKILLS

- Project Management
- Execution Excellence,
- Stakeholder Management
- Strategic Thinking
- Leadership