



SHASHANK SHEKHAR

PRODUCT AND PROJECT
LEADER



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SKILLS

- Agile Methodologies
- Product Lifecycle Management
- Stakeholder Management
- Strategic Planning & Execution
- Problem-Solving
- Cross-functional Team Leadership
- Data-driven Decision Making & Analytics
- Strong Communication

EDUCATION

BACHELOR

Allahabad State University

2005 - 2008

MASTER

Allahabad State University

2021 - 2023

PROFILE

An accomplished Senior Product Owner and Project Manager with over 18 years of dynamic experience driving digital transformation, operational excellence, and product innovation across diverse sectors, including BPO, SaaS, government, and analytics. Renowned for delivering complex, high-impact projects on a global scale, I excel in leading cross-functional teams, streamlining operations, and aligning business objectives with cutting-edge product strategies. With a proven ability to implement Agile methodologies and KPI-driven performance frameworks, I have consistently improved operational efficiency, reduced time-to-market, and maximized ROI for enterprises and government bodies alike. My recent freelance consultancy work underscores my versatility in adapting to evolving business needs, providing strategic insights that enhance scalability and customer satisfaction. I am passionate about leveraging technology to transform business processes and foster sustainable growth.

EXPERIENCE

FREELANCE CONSULTANT – DIGITAL TRANSFORMATION & AGILE PRODUCT MANAGEMENT

June 2024 - Present

- Providing expert consultancy to small and medium-sized enterprises (SMEs) on digital transformation, Agile adoption, and process improvement to enhance operational efficiency and scalability.
- Delivered tailored product strategies for clients in the tech and analytics sectors, resulting in a 10-15% increase in customer satisfaction and retention rates.
- Worked closely with cross-functional teams to implement Agile frameworks, optimize product roadmaps, and streamline development cycles, enabling faster time-to-market.

- Guided clients through KPI-based performance tracking systems, improving business performance and visibility into critical metrics.
- Engaged in remote project management for international clients, ensuring alignment of business objectives with product delivery and maximizing ROI.

SENIOR MANAGER, DELIVERY

CRG Solutions India

2023 - May 2024

- Directed the successful delivery of analytics solutions for both managed and non-managed service models, overseeing a diverse portfolio of projects that spanned multiple industries, including finance, retail, and healthcare.
- Led cross-functional teams of developers, data analysts, and project managers, ensuring alignment with client expectations and timely delivery of project milestones.
- Developed and implemented process optimization strategies that improved project delivery efficiency by 15%, reducing turnaround times and improving client satisfaction.
- Played a pivotal role in resource planning and allocation, ensuring optimal use of talent and technology to meet complex project requirements while adhering to budget constraints.
- Collaborated closely with international clients, facilitating regular reviews and providing insights-driven reports to ensure project objectives were consistently met.
- Instrumental in building and maintaining strong relationships with key stakeholders, resulting in a 20% increase in repeat business and expansion of service offerings.

PROJECT OPERATIONS MANAGER

Virtusync Limited Nigeria

2019 - 2022

- Managed a multi-million-dollar project portfolio for the Nigerian, Tanzanian, and South African governments, focusing on national digital infrastructure and technology implementation projects aimed at improving public sector efficiency and service delivery.
- Oversaw the full project lifecycle from planning and initiation to execution and closure, ensuring that projects were completed on time, within budget, and to the specified quality standards.
- Led cross-border teams, coordinating efforts across three countries, and ensured seamless collaboration between local and international stakeholders.
- Acted as the primary liaison between government officials, technology vendors, and internal teams, balancing competing priorities and maintaining open lines of communication to resolve challenges proactively.
- Introduced Agile methodologies to improve project adaptability and responsiveness, resulting in a 25% reduction in project delays and more efficient management of resources across diverse geographies.
- Delivered detailed progress reports and presentations to senior government officials, providing actionable insights to steer project decisions and secure further project funding.

FOUNDER & CONSULTANT

KPI Organization (Self-Employed)

2016 – 2019

- Founded and led a consultancy specializing in KPI-based operations management, providing bespoke strategic consulting services to multinational corporations across sectors such as manufacturing, logistics, and IT.
- Developed and implemented customized KPI frameworks for clients, enabling them to measure, monitor, and improve operational performance across various business functions.
- Worked closely with C-level executives to assess operational challenges, design targeted solutions, and implement metrics-based performance management systems that enhanced visibility into critical business areas.
- Delivered training and workshops to client teams on best practices for KPI tracking, reporting, and analysis, ensuring sustainable improvements in performance.
- Collaborated with clients to streamline their processes, reduce inefficiencies, and improve alignment with strategic goals, resulting in significant cost savings and increased operational agility.
- Though the business faced market challenges and was ultimately closed, it provided invaluable experience in entrepreneurship, client engagement, and KPI-driven consulting.

PMO & SALES OPERATIONS LEAD

Cvent Inc.

2012 – 2016

- Led the Sales Operations team at Cvent, overseeing key sales performance metrics, forecasting, and reporting, before transitioning to a PMO Lead role where I spearheaded the implementation of the company's global KPI framework.
- Worked closely with executive leadership to design and roll out a comprehensive KPI framework that improved visibility into performance across all departments and global offices, enhancing decision-making and strategic planning.
- Managed a team of project managers and analysts responsible for ensuring adherence to KPIs, identifying areas for improvement, and driving operational efficiency initiatives.
- Played a key role in change management during the implementation of the new performance management system, ensuring that teams across global offices were trained and onboarded effectively.
- Achieved a 30% improvement in operational efficiency by refining processes and improving alignment between sales operations, product management, and customer support teams.
- Provided regular updates and insights to senior executives, enabling data-driven decision-making and fostering a culture of continuous improvement.

Certifications

- Certified Scrum Product Owner (CSPO) – 2023
- Project Management Professional (PMP) – 2022
- Certified Scrum Master (CSM) – 2023
- ITIL Foundation Certification – In Progress