Sahaj Kapoor

Technical Program Manager & Product Manager

📞 +91-8968511209   ✉ sahajkapoor95@gmail.com   📍 Gurugram, Haryana, India   in linkedin.com/sahajkapoor   🌐 sahajkapoor.in

SUMMARY

Product Manager and Technical Program Manager with 6 years of experience with a proven track record of building and enhancing products at scale for a vast user base. Demonstrated expertise in leading cross-functional teams, defining product roadmaps, and managing stakeholder relationships. Seeking a challenging role to leverage my skills in product management and technical program management.

PROFESSIONAL EXPERIENCE

Associate Technical Program Manager   Feb '22 - Present

Airtel Digital   Gurugram, Haryana

- **Leadership:** Directed a cross-functional team of 30+ professionals, including engineers, QAs, and BAs, to successfully deliver new product features.
- **Impact:** Achieved a 25% surge in user engagement through strategic product enhancements.
- **Strategy:** Formulated and executed a product roadmap, resulting in a 40% reduction in operational expenses by aligning key features with customer needs and business objectives.
- **Stakeholder Management:** Fostered relationships with senior stakeholders, including Sr. VPs and C-Level executives, overseeing 3 ongoing products and spearheading 1 new product initiative.
- **Process Improvement:** Streamlined pod processes and transitioned to Atlassian tools (JIRA & Confluence), enhancing productivity and transparency across teams.

Associate Consultant   Oct '19 - Feb '22

Capgemini   Mumbai, Maharashtra

- **Product Ownership:** Spearheaded the development of 2 new applications, overseeing all stages from ideation to launch.
- **Agile Leadership:** Championed 3 critical projects as a SCRUM Master, leveraging certifications in SAFe 5, CSM, and CSPO.
- **Team Management:** Supervised a team of 6 software engineers, fostering collaboration and ensuring timely project delivery.
- **Transformation:** Pioneered the agile transformation for a group encompassing 12 projects, driving efficiency and adaptability.

Senior Analyst   Oct '18 - Sep '19

Capgemini   Mumbai, Maharashtra

- **Project Management:** Utilized project management software as a business analyst, optimizing project selection and allocation.
- **Cloud Migration:** Played a pivotal role in the migration of .NET applications to .NET Core, ensuring seamless transition and system stability.
- **Reporting:** Collaborated with project managers to deliver detailed project reports, providing insights into project progress and milestones.

Analyst   Aug '17 - Sep '18

Capgemini   Mumbai, Maharashtra

- **Solution Delivery:** Partnered with business analysts, developers, and infrastructure teams to deliver high-availability solutions for mission-critical applications.
- **Development:** Contributed as a .NET Developer, collaborating through all stages of the systems development lifecycle.

EDUCATION

Product Management MasterCamp   Apr '23 - Mar '24

Masters' Union

MBA   Jan '22 - Oct '22

Liverpool John Moores University, UK

PGPM   Nov '20 - Oct '21

IMT Ghaziabad

B.Tech CSE   Aug '13 - Jul '17

Chandigarh Group Of Colleges Technical Campus, Mohali

KEY SKILLS

Core Expertise: Product Management, Program Management, Roadmap Planning, SCRUM, Cross-Functional Collaboration, Requirement Gathering, User Experience Design, Development Oversight, Product Launch, Stakeholder Management, Team Management, Technical Solutioning

CERTIFICATIONS

Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), SAFe 5 Scrum Master