JAI GUPTA

Project Management Professional | Business Management

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SUMMARY

Result-orientated project management professional with 4 years of experience covering project and product management including developing, implementing and supporting complex infrastructures. My career is marked by a proven track record of driving product success, fostering stakeholder relationships, and a relentless drive for innovation.

EXPERIENCE

Technical Developer

Biz2x/Biz2Credit

📅 06/2024 - Present　📍 Noida, UP

- Led a cross-functional team and managed end-to-end project development for the company's money lending project. And also ensure project milestones were met.
- Implemented a comprehensive training program for new hires and paving the way for the improvement in product knowledge and customer engagement.
- Authored project management documents including project plans, risk management plans, and status reports resulting in improved communication across teams.
- Executed market analysis and reported on competitive landscape, driving a refined product strategy.
- Managed a team of 7 IT professionals resulting in successful implementations.

Software Engineer - HCL Tech

Western Union: Japan FE

📅 02/2023 - 06/2024　📍 Noida, UP

- Contributed to end-to-end development, solution design, configuration, implementation, testing, and communication with internal teams and partners to enable KYC, legacy user flows, and the collection of additional details for Japan-related transactions for Western Union.
- Spearheaded the analytics for product performance, providing actionable insights which led to successful project outcome.
- Collaborated with engineering and QA teams to streamline the product development process, cutting time-to-market.
- Led a team of 5 IT professionals resulting in the successful implementation.
- Facilitated productive relationships with key opinion leaders, amplifying our brand voice and penetration in strategic regions.

Software Engineer - HCL Tech

Western Union: PBL Kalpna

📅 08/2021 - 02/2023　📍 Noida, UP

- Participated in requirement and design sessions with the customer, analyzed areas of improvement, worked with onshore and offshore teams to configure the solution, and crafted test-cases to ensure the solution works as per the design.
- Captured, reviewed, and validated functional requirements resulting in successful configuration of the platform to meet customer needs.
- Played a key role in product training initiatives that increased customer satisfaction scores.
- Documented and ensured sign-off on the functional specifications and configuration specifications resulting in increased efficiency in the product development process.

EDUCATION

Master's in Business Management

Narsee Monjee Institute of Management Studies

📅 01/2025 - 01/2027　📍 Mumbai, Maharashtra

Bachelor of Technology

KIET Group of Institutions

📅 08/2017 - 08/2021　📍 Ghaziabad, UP

KEY ACHIEVEMENTS

⚡ **Led Device Development and Launch**
Developed a comprehensive solution that significantly improved project efficiency by streamlining workflows, automating repetitive tasks, and enhancing communication across teams.

🏅 **Cross-Functional Team Management**
Effectively led cross-functional teams, contributing to an accelerated time-to-market, enhancing the company's competitive edge.

🧠 **Global Training Program Success**
Initiated and conducted a comprehensive training program that increased product literacy, directly influencing customer engagement.

⭐ **Marketing Event Orchestration**
Contributed in marketing events, resulting in increase in product awareness among industry leaders.

SKILLS

Product Development	PMP
Global Market Analysis	Planning
Project Management	Problem Solving
Data-Driven Marketing	Leadership
Cross-Functional Team Leadership	
Agile Methodologies	Risk Management
Stakeholder Management	Angular
Change Management	Data Analysis

COURSES

Google Project Management
Course by Google covering understanding of the practices and skills needed to succeed in project management role.

Leadership Skills
Completed coursework about introspection, closely analyzing your inner self, and developing the ability to be self-led before leading others effectively, by IIM Ahmedabad.

LANGUAGES

English
Advanced　●●●●○

Hindi
Native　●●●●●