

# Lakshey Singhal

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## PROFESSIONAL SUMMARY

Senior Program Manager with over 10 years of experience leading international teams to deliver high-impact projects in FoodTech, MarTech, and FinTech. Specialized in scaling programs, data analytics, and cross-functional collaboration.

## SKILLS

- Agile Project Management & Delivery
- Roadmap Development & Execution
- Continuous Improvement & Retrospectives
- Stakeholder Management
- Cross-functional collaboration
- Data-driven decision
- SQL & Tableau
- Code Review & Technical Guidance

## WORK EXPERIENCE

### Upland Software (Remote)

Nov 2021 - Apr 2024

#### Sr. Project Manager / Scrum Master

- **Delivered 22% more features within one year** by partnering with product managers and stakeholders, defining the roadmap, and removing blockers for continuous project progress
- **Reduced project delays by 15%** by holding retrospectives and implementing actionable insights that improved the efficiency of team processes.
- **Improved team performance by 26%** by establishing proactive weekly planning, setting SMART goals, and optimizing sprint execution while managing a globally distributed team of 30 engineers (Egypt, USA, Australia, India, etc.)
- Delivered a crucial B2B migration project by coordinating with legal, product, and executive stakeholders, **saving \$2.8M annually** by ensuring regulatory alignment and operational efficiency

### Optimum Solutions Pvt Ltd (PayPal - Remote)

Jun 2021 - Nov 2021

#### Senior Consultant / Business Analytics

- **Increased customer retention by 15%** by leading a team of 10 analysts to develop data-driven marketing strategies and launching targeted loyalty programs using R and Excel
- Facilitated Scrum framework and ceremonies - sprint planning, backlog grooming (user stories refinement), daily scrums, sprint reviews, and sprint retrospectives, resulting in **story point completion rate of 85-90%** post-initial burn-out period

### UrbanPiper Technologies Private Limited (Bengaluru)

Aug 2019 - Aug 2020

#### Project Manager (Data Analytics)

- **Improved team productivity by 12%** by introducing stand-ups, backlog grooming, and other team rituals, enhancing communication and task management.
- **Increased company revenue by 7%** through a \$200k customer segmentation analytics project, using data insights to optimize business decisions and product offerings.

### RightCust Technologies Private Limited (Bengaluru)

Aug 2016 - July 2019

#### Founder / Product and Analytics

- Administered **development of 4 innovative products** in 2 years, leading development from planning through release, **increasing product adoption by 30%** through structured release management and optimization.
- Developed A/B testing frameworks, **achieving an ROI of 4X** by identifying and implementing high-value product features and improving process efficiency.

## LEADERSHIP EXPERIENCE

### Enterprise Migration Initiative (Upland Software)

- Assembled and directed a multidisciplinary team of 21 (12 engineers, 6 migration specialists, and 3 project managers) to successfully execute a \$2.8M enterprise migration project, transitioning from a third-party SMS workflow tool to a proprietary solution
- Maintained a status dashboard to ensure clear communication between various departments

### FoodAR Menu (RightCust Technologies)

- Spearheaded the development of an augmented reality-based Food Menu, collaborating with 2 software development interns, and rapidly transitioned the project from ideation to market testing within just 4 months, showcasing agility and innovation
- Collaborated with C-level executives to deploy the AR-based menu across prestigious establishments, including iHop and Roseate Hotel, and drove seamless integration with POS systems, ensuring smooth implementation and alignment with organizational objectives

## TECHNICAL SKILLS

- Jira
- ClickUp
- Trello
- Kibana
- Confluence
- SQL
- Google Analytics
- BigQuery
- Tableau
- R
- MS Excel
- Postman

## CERTIFICATION

### Jira Fundamentals Badge

Atlassian ([Credentials ID](#))

Mar 2024

### The Project Manager Course: Beginner to PROject Manager

Udemy ([Credentials ID](#))

Sep 2021

### Agile Crash Course

Udemy ([Credentials ID](#))

Sep 2021

### Marketing Analytics

Coursera ([Credentials ID](#))

Apr 2020

### Google Cloud

Machine Learning for Business Professionals (Credentials ID: [5GJPLT5L6NB6](#))

Apr 2020

## EDUCATION

### JSS Academy of Technical Education

Electrical Engineering (70%)

July 2010 - May 2014