

Nirmal Prajapati

Senior IT Project Manager | Agile Delivery Manager | PMP-trained | ISO 9001:2015 Lead Auditor

Ahmedabad, India | Open to relocation | Visa sponsorship required

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PROFILE SUMMARY

Senior IT Project Manager with 9+ years of experience leading Agile software delivery across web, mobile, and SaaS products. Delivered 20+ projects end to end in FinTech, Healthcare, Retail, and ERP/CRM environments, owning scope, budget, timeline, quality, and risk for global and remote teams. PMP-trained and ISO 9001:2015 Lead Auditor with strong focus on quality and regulatory compliance (GDPR, HIPAA, OWASP). Experienced in discovery, MVP, and proof-of-concept work as well as product rollouts and migrations, including AI-enabled platforms. Known for improving delivery efficiency by 30% through structured project governance and clear stakeholder communication.

KEY STRENGTHS

- 9+ years of project management across four regulated industries: FinTech, Healthcare, Retail, ERP/CRM.
- PMP Exam Preparation Training (35 PDUs) and ISO 9001:2015 Lead Auditor certification.
- Working knowledge of GDPR, HIPAA, and OWASP compliance, suited to regulated industries across Europe.
- Delivered an AI-enabled government platform and apply AI tools in day-to-day delivery work.
- Comfortable with Agile (Scrum, Kanban), traditional, and hybrid delivery, adapting to client needs.

CORE SKILLS

Project Management: Project Delivery, Scope Management, Budget and Cost Tracking, Timeline Management, Milestone Tracking, Resource Planning, RAID, Risk and Issue Management, Dependency Management

Agile and Delivery: Agile, Scrum, Kanban, Hybrid Delivery, Sprint Planning, Backlog Management, Discovery, MVP and Proof of Concept, Product Rollouts and Migrations, UAT, Release Coordination, Change Management

Stakeholder and Client: Executive Communication, Client Relationship Management, Stakeholder Workshops, Cross-functional Leadership, Vendor Coordination, Negotiation, Conflict Resolution, Customer Success Collaboration

Tools: Jira, Confluence, Azure DevOps, Asana, Monday.com, Microsoft Project, Trello, Wrike, Notion, Google Workspace

Reporting: KPI Tracking, Power BI, Dashboards, Delivery Metrics, Status Reporting

Documentation: BRD, SRS, FRS, Requirement Traceability, Process and Handover Documentation

Domain Exposure: Web Applications, Mobile Apps, SaaS Platforms, ERP/CRM, API Integrations, Cloud-based Solutions

Compliance and Quality: GDPR, HIPAA, OWASP, ISO 9001, Quality Management, UAT, Release and Defect Management

PROFESSIONAL EXPERIENCE

MCS Ventures | Project Manager *Ahmedabad, India | 02/2018 - Present*

- Delivered 20+ web, mobile, and SaaS projects end to end by managing scope, budget, timelines, resources, risks, and stakeholders, improving delivery efficiency by 30%.
- Led cross-functional Agile teams of 15+ developers, QA engineers, and designers, improving productivity by 25% through sprint planning, reviews, and retrospectives.
- Acted as the main point of contact for clients and senior stakeholders, facilitating workshops to align priorities, clarify requirements, and support decisions across the project lifecycle.
- Managed schedules, roadmaps, backlog prioritisation, dependencies, milestones, and RAID tracking, reducing project delays by 25% through proactive risk management.
- Managed business requirements, user stories, acceptance criteria, and change requests, reducing rework by 25% through effective requirement analysis and documentation.
- Coordinated releases, product rollouts, UAT, and production deployments with development, QA, customer success, and business teams, reducing post-release issues by 35%.
- Managed resource planning, team capacity, budget and cost tracking, and KPI reporting, with complete documentation and structured handover to operations and support teams.

Rudram Softech | Quality Analyst Ahmedabad, India | 05/2017 - 01/2018

- Tested web and mobile applications by analysing requirements and executing Functional, Regression, Smoke, Integration, UAT, Exploratory, Usability, and Compatibility testing.
- Created test cases, RTM mappings, and QA reports, achieving 95% requirement coverage and improving project visibility.
- Managed the full defect lifecycle, reducing defect turnaround time by 25% and improving release quality through Agile collaboration.
- Applied SDLC and STLC practices across requirements, testing, and release verification, including basic security validation for authentication, authorisation, and OWASP-related risks.

SELECTED PROJECT EXPERIENCE

Make Time Count | AI-enabled GovTech Case Management Platform

AI-enabled public sector platform for case management, community collaboration, and rehabilitation, connecting police, probation, local authorities, and support organisations.

- Owned requirement gathering, workflow documentation, and UAT coordination with stakeholders and Agile teams.
- Converted AI-based service requirements into clear delivery scope, with focus on user accessibility, service management, and community support.
- Collaborated with developers, QA, and UI/UX teams to validate requirements and support successful delivery.

Openmind Wellbeing | Employee Wellness SaaS Product (Healthcare)

Enterprise SaaS platform for workplace wellbeing, employee engagement, scheduling, communication, and analytics.

- Conducted requirement gathering, business analysis, BRD/FRD documentation, user stories, and workflow creation.
- Defined and optimised workflows for wellbeing services, scheduling, engagement, reporting, and administration modules.
- Collaborated with Agile teams to support requirement validation, UAT, and successful product delivery.

Insta Fincorp | FinTech and Financial Management Platform

FinTech platform for digital financial operations, customer workflows, transaction processing, reporting, and secure business processes.

- Managed the end-to-end delivery lifecycle, including requirements analysis, product backlog management, sprint planning, UAT coordination, releases, and stakeholder communication.
- Coordinated risk management, issue resolution, dependency tracking, and delivery monitoring to support reliable releases.

Retail Management | Enterprise POS and Commerce Solution

Retail platform for sales operations, inventory, purchasing, CRM, reporting, and business automation across multi-store environments.

- Managed product roadmap, requirement analysis, user stories, acceptance criteria, and Agile delivery lifecycle.
- Led development of POS billing, inventory management, supplier management, CRM, loyalty, analytics, and operational modules.
- Coordinated integrations including payment solutions, business automation, reporting systems, and third-party services.

CERTIFICATIONS

PMP Exam Preparation Training (35 PDUs) | Certificate No: CIQ-2026-06-0206 | [Verify Here](#)

ISO 9001:2015 Lead Auditor | Certificate No: CIQ-ISO-073-12974 | [Verify Here](#)

EDUCATION

Bachelor of Computer Applications (BCA), Sardar Patel University | 03/2008 - 04/2011 | Anand, India

LANGUAGES

English – C1 | Gujarati – Native | Hindi – Native