

# AMAN AGARWAL

Senior Manager / Product, Tech SaaS

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**Technology and business visionary professional with an unmatched track record of 15 years in directing prestigious projects & programs of large magnitude, providing assistance in building technology set-ups, identifying technology trends, defining processes, controlling risk, collaborating across departments and optimizing resources in multi-location environment for driving IT strategy, business excellence and enhanced customer experience**

## Profile Summary

- Enterprising leader with an analytical bent of mind offering a proven history of success by supervising, planning & managing multifaceted projects, & complex dependencies; chronicled success in Product/Project Management, ERP Implementation, Business Transformation and Client Engagement across various industries.
- Insightful expertise in Program Management with skills in directing all phases encompassing planning, defining scope, setting timelines, monitoring, inter-discipline coordination, resource planning & documentation, budgeting, vendor management & execution; implemented project plans within preset budgets & deadlines, formulated operating budgets to ensure optimum utilization of available funds towards the accomplishment of overall objectives and ensure client relationship management.
- Leveraged capabilities in acting as Engagement Leader with impressive success in implementing strategic solutions and driving transformations that reflects year-on-year success in Complex & Innovative technology implementations; effectiveness in defining service standards & guidelines, governance structure, best practices for project delivery that serves as benchmark for excellent service delivery.
- Keen analyst with excellence in gathering and understanding requirements of clients; hands-on experience in feasibility analysis & resource allocation.
- Possess an innate flair for accepting challenges with skills in managing the delivery of operational services; innate expertise in assessing & mapping requirements, translating these requirements into techno-functional specifications by conducting feasibility analysis, custom designing solutions and troubleshooting complex information systems.

## Competencies

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|------------------------------|---------------------------------|--|
| Strategic Planning           | Cross-functional Coordination   | Agile & Scrum Methodology                |
| Operational Efficiency       | Performance Optimization        | Project Management & Delivery Excellence |
| Business Development         | Process Improvement/Enhancement | Team Leadership                          |
| Product Vision & Strategy    | Product Lifecycle Management    | Product Delivery & Growth Management     |
| Account Management           | Project Monitoring              | Oversight & Leadership                   |
| Risk Assessment & Mitigation | Project Documentation           | Project Roadmaps, Policies, & Procedures |

## Work Experience

**Jun'21 to Present: Senior Manager, Product, Tech SaaS at Mogli Labs Pvt. Ltd. (Moglix), Noida**

### Responsibilities:

- Directing & undertaking large-scale, complex programs with a focus on technology transformation; verifying project/program progress & outstanding issues and ensuring the quality & timeliness of deliverables.
- Coordinating for project KPIs to determine accurate status of the project, making tactical decisions to allocate resources and assigning staff requirements to maintain project on target.
- Collaborating with marketing, finance, sales, operations, and tech support teams to innovate new product solutions and enhance the existing portfolio.
- Utilizing beta testing, data analytics, and user research to optimize performance through new formats and measurement methods.
- Driving the entire gamut of operations pertaining to vendor/partner strategy & implementing a framework to influence & ensure vendor/partner satisfaction.
- Documenting product requirements, crafting wireframes, and conducting user acceptance testing to ensure alignment with business needs.
- Partnering with design and engineering teams to refine design concepts and enhance user experience across mobile and web platforms.
- Defining business problem statements and converting them into actionable user stories through stakeholder collaboration.
- Working closely with global UX designers and subject matter experts to develop comprehensive product requirement documents and project timelines.
- Maintaining product vision, roadmap, and backlog throughout the development lifecycle, aligning with organizational objectives.
- Integrating project timelines and milestones, continuously evaluating and adjusting progress to ensure adherence to schedules and objectives.
- Installing and configuring the Freshservice ticketing tool across multiple departments, including Tech, Customer Service, Finance, Analytics, Marketing, Invoicing, Packaging, Customer Returns, and Litigation.
- Collaborating closely with Tech and Product teams to strategize bug fixes for each sprint, aiming to minimize recurrent issues.
- Implementing automation for internal processes using APIs and Workflows within Freshservice.

- Onboarding and establishing streamlined processes for tech and support functions, enhancing efficiency and adherence to SLAs.
- Overseeing the management of Freshservice Angular on the in-house product platform (Java) for users.
- Conducting weekly review meetings with tech leads to address major bug fixes and support issues, focusing on resolving recurring issues.
- Effectively removing impediments to ensure continuous process improvements by effectively ensuring strategy deployment, cost optimization & business excellence

#### Highlights:

- Represented Moglix as a guest speaker at the May 2023 Freshworks Tech Shots event, addressing business expectations, key challenges, and priorities for 2023.
- Honored with the "Prerna Award" for the fiscal year 2022-2023, recognizing dedication and commitment to collaboration with the L&D team.
- Received the "Pratishtha Awards" for the fiscal year 2021-2022 for leading the implementation of Freshservice for Customer Care and CPO-SPO-RFQ punching teams.

### Since May'14 to May'21 with Delhivery Pvt. Ltd., Gurgaon

#### Growth Path:

**Team Leader - Quality Assurance in Fulfillment Operations, May'14 – Mar'15**

**Manager - Product Support and Client Relations, Apr'15 – May'19**

**Manager - Client Servicing, Jun'19 – May'21**

#### Responsibilities:

- Managed B2B and B2C operations across multiple locations, ensuring efficiency and customer satisfaction.
- Monitored end-to-end supply chain processes to enhance the customer experience.
- Ensured smooth client operations through regular warehouse visits and on-site supervision.
- Developed and updated Standard Operating Procedures (SOPs) for client operations.
- Facilitated seamless client integrations for various modules, ensuring smooth onboarding processes.
- Oversaw order fulfillment for major e-commerce platforms like Flipkart and Amazon.
- Monitored troubleshooting processes for Delhivery WMS, including order processing and inventory management.
- Conducted regular review meetings with clients and internal stakeholders to assess performance and identify improvement areas.
- Played a key role in managing operations, client relations, and product support for fulfillment clients nationwide.
- Engaged in reconciliation processes to minimize debits and effectively handled client escalations.
- Oversaw client relationships with e-commerce entities and vendors across multiple marketplaces.
- Conducted product testing and provided training for ground operations staff on Warehouse Management System (WMS) features.
- Led new client onboarding, clarifying business models and ensuring all requirements were met.
- Implemented Freshdesk for activity tracking and contributed to testing and implementing new features.
- Finalized technology sprint plans and developed system requirements for new initiatives.
- Generated comprehensive business requirement documents and prioritized development tasks.
- Collaborated with cross-functional teams to drive structural improvements and streamline operations.
- Produced regular reports aimed at process improvement and conducted productivity-enhancing meetings.

#### Highlights:

- Achieved Lean Six Sigma Green Belt Certification through successful completion of an advanced training session.
- Contributed to the successful attainment of ISO 9001:2015 Certification for Delhivery.
- Efficiently managed a 30-member team, optimizing work allocation, monthly roster management, task review, and daily process flow, leading to improved team productivity and process efficiency.
- Successfully led a team of 20 members to streamline operations, enhance client relations, and improve product support for fulfillment clients across PAN India.
- Effectively resolved integration bugs/issues, ensuring seamless operations and customer satisfaction.

### Previous Experience

**Sep'10 – Apr'14: Associate Project Manager at Aptara Corp., New Delhi in Media & Publishing Vertical**

**Aug'09 – Aug'10: Project Coordinator – Service Operations at Progressive Infotech Pvt. Ltd., Noida**

#### Summer Internship

**Project:** Cost Optimization of Blast Furnaces, SAIL, Bhilai

**Duration:** Apr'08 – Jun'08

**Objective:** Conceptualize and develop a real-time optimizer to minimize the overall operating costs of blast furnaces.

#### Highlight:

- Achieved cost savings of 100,000 Rupees per day post-implementation of the optimizer at BSP, SAIL.

**Project:** Doordarshan Kendra, Bareilly

**Period:** Jun'05 – Jul'05

#### Highlights:

- Completed industry internship after the 6th semester of B.Tech., gaining hands-on experience with various instruments, transmitters, and signaling devices.
- Acquired in-depth understanding of broadcast processes, including the telecasting of live and recorded shows.

## Academic Projects

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**Project:** Double Hetero-structure Light Emitting Diode Operating in the Mid-Infrared (2-5 Micron) Spectral Region

**Highlights:**

- Conducted extensive research on double heterojunction light-emitting diodes (DH-LEDs) using AlxGa1-xAs material, focusing on uniform interfacial recombination rates, and developed a comprehensive model for varying rates of interfacial recombination.
- Analyzed and proposed a novel DH-LED design based on InAs1-xSbx material, optimized for emission in the mid-infrared region.

**Project:** Medium Wave Transmitter

**Highlights:**

- Developed a cost-effective and highly compact medium wave transmitter project, requiring minimal components and powered by a single penlight cell.
- Designed a versatile circuit capable of tuning into multiple frequencies within the broader range of medium wave (540 to 1600 KHz).

## Awards & Achievements

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- Showcased managerial skills and achieved notable success in the Business Simulation Game CAPSTONE.
- Led 'Team Spartans' to secure the 1st prize in Milestone 34 at IMT Nagpur.
- Attained a commendable 94th percentile in the 3rd National IT Aptitude Test administered by NIIT.
- Acknowledged as the top performer in Mathematics during Class X.
- Successfully passed the NSTSE (National Level Science Talent Search Exam) conducted by Unified Council.

## Extra-curricular Activities

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- Contributed to a street play performance during Milestone - 35, the Annual Inter B-School Event of IMT Nagpur.
- Achieved 1st position in the Campus Challenge Event at Milestone - 35.
- Acted as a Member of the team 'Crusaders' in Ranbhoomi, the Sports Event of IMT Nagpur.
- Actively engaged in athletics at the school level.

## Education

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- PGDM (IT & Operations) from Institute of Management Technology, Nagpur with 5.66 CGPA (65.28%) in 2009
- B. Tech. (Electronics & Instrumentation) from I.E.T., M.J.P. Rohilkhand University, Bareilly with 7.61 CGPA in 2006

## Certification

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- Six Sigma Green Belt Certification
- Customer Experience Certification from Delhivery

## Personal Details

**Date of Birth** : 18<sup>th</sup> August 1984  
**Languages Known** : English and Hindi  
**Address** : NRI Residency, Sector 45, Noida – 201303