# SHASHIKANT YADAV
## Program Manager

*Strategic technology leader with 15+ years' experience leading cross-functional teams, multi-million-dollar portfolios, and large-scale transformation in IT services, consulting, and defense. Expert in program management, IT infrastructure, data science, and process optimization. Skilled in Agile, Scrum, and vendor management, with a proven record of partnering with C-level executives to drive operational excellence and innovation. Ready to deliver measurable impact as Director or AVP by shaping strategy and accelerating business growth.*

**Mobile:** +91 9364008936     **E-mail:** 303.skyadav@gmail.com     **Address:** Bengaluru     **LinkedIn:** linkedin.com/in/iam-sky     **Web:** www.shashikantyadav.com

## PROFESSIONAL SUMMARY

- Managed multi-million dollar budgets and ensured timely execution of complex projects within scope and timeline constraints.
- Led cross-functional teams encompassing engineering, IT, logistics, and procurement, ensuring strategic alignment.
- Successfully implemented process improvement initiatives resulting in increased operational efficiency.
- Expertise in IT infrastructure management, including data center modernization and system upgrade projects.
- Proven ability to manage vendor contracts, conduct risk assessments, and ensure compliance with regulations.
- Skilled in Agile, Scrum, and Waterfall methodologies for project execution and resource optimization.
- Possess a strong understanding of IT security frameworks, quality assurance processes, and capacity planning strategies.

## TECHNICAL SKILLS

Program Management   IT Infrastructure   Agile   Scrum   Waterfall   Budgeting   Risk Management   Vendor Management   Process Improvement   Prompt Engineering   Python for Data Science   Artificial Intelligence   Data Science   SQL for Data Analysis   Wordpress CMS   OpenAI (ChatGPT) API   Machine Learning   Feature Engineering   Data Cleaning & Preprocessing   Scikit-learn   Data Visualization (Matplotlib, Seaborn, Plotly)   Pandas & NumPy   ETL (Extract, Transform, Load)   Jupyter Notebook   IT Security   Excel (Pivot Tables, VLookUps)   Gen AI for Program Management   E-Commerce   Jira   SmartSheet

## WORK EXPERIENCE

### Program Manager - Data Science & Engineering
**Technoboost Services (Startup - Part Time) (Bengaluru, Karnataka)** *(May 2025 - Present)*

- Led programs focused on identifying friction points in customer purchase journeys for e-commerce clients, closely aligned with Storewalk methodology.
- Scoped and delivered cross-functional projects, working with business, IT, and analytics teams to improve conversion rates and remove CX defects during critical shopping missions.
- Performed root cause analysis by extracting and analysing large datasets using SQL and API data pulls, validating hypotheses about customer drop-offs, low-performing SKUs, and agent interaction quality.
- Built and maintained real-time dashboards to monitor store-level sales performance, order flow bottlenecks, and customer support outcomes, ensuring data visibility for daily decision-making.
- Mimicked customer journeys to replicate common frustrations across product discovery, evaluation, and purchase phases, then drove actionable insights to upstream tech and content teams.
- Used OpenAI APIs to automate product descriptions and evaluation-stage content, enhancing the user experience while improving SEO and engagement metrics.
- Analysed call centre data to assess customer support behaviour, identifying patterns in call resolution timing and escalations to train high-performing agents and enhance overall support efficiency.
- Coordinated with internal and external stakeholders to drive fixes for identified customer pain points and process inefficiencies, contributing directly to measurable CX uplift.
- Maintained a high bias for action, solved ambiguous problems, and influenced the roadmap through data-led storytelling and strong customer obsession.

### AI Evaluation Program - Finance Domain Specialist
**TELUS International (Remote - Freelance)** *(Feb 2025 - Apr 2025)*

Evaluated AI models' reasoning capabilities on high-complexity prompts related to finance and regulatory domains. Designed and tested real-world FinTech scenarios, including MAS Sandbox, robo-advisory systems, and ESG analytics. Reviewed and analyzed AI-generated outputs against financial regulations, identifying logic flaws and inconsistencies. Provided structured feedback to improve model accuracy and domain-specific alignment.

- Conducting high-complexity evaluations of AI models focused on financial reasoning, regulatory interpretation, and prompt accuracy.
- Designed and assessed financial domain prompts covering MAS Sandbox, robo-advisory systems, and ESG frameworks.
- Analyzed AI responses to long-form financial content, identifying reasoning gaps and delivering structured feedback.
- Contributed to the enhancement of AI model reliability and compliance awareness for FinTech applications.

**Achievements:**
- Successfully improved AI model performance in financial prompt accuracy by identifying critical gaps in logic and regulatory context.
- Recognized by TELUS project leads for delivering high-quality evaluations with consistent turnaround and domain depth.
- Contributed to the refinement of AI response guidelines for better alignment with global FinTech compliance standards.

## Career Break - Hospitalisation
**INHS Ashwini (Mumbai)** *(Aug 2024 - Feb 2025)*

Took a professional break due to health challenges, including a spinal condition, aggravated during my naval service, which required extended recovery and temporarily limited my ability to take on full-time responsibilities.

However, driven by strong motivation and determination, I utilized this period proactively -even during recovery - to focus on professional development and realign my career toward long-term goals.

- Selected for PhD in FinTech – IIT Patna (Spring 2025)
- Selected for MS in Information Systems – ML Track – University of Arizona, USA (Deferred)
- Pursuing PG Certificate in Data Science & AI – IIT Roorkee (Completing July 2025)
- Completed MBA in Finance – NMIMS (Jan 2025)
- I am now overall fit and ready to rejoin with renewed skills and energy.

## Program Manager - Warship Refit Program
**Indian Navy** *(Aug 2022 - Jul 2024)*

- Managed all aspects of the Warship Refit Program, ensuring projects remained within budget, scope, and strict timelines.
- Developed and implemented comprehensive governance structures to optimize resource allocation and monitor program performance.
- Facilitated seamless collaboration across interdisciplinary teams, including engineering, logistics, and IT, to achieve strategic alignment with overarching organizational objectives.
- Oversaw complex contract negotiations, vendor relationships, and rigorous compliance audits, ensuring adherence to stringent government regulations and established operational policies.

## Senior Program Management Team Leader - MIS (IT) Program
**Indian Navy** *(Apr 2018 - Jul 2022)*

- Led large-scale technology modernization programs, including a major SAP upgrade, data center modernization, and mail management system overhaul, significantly improving operational efficiency.
- Managed all aspects of IT financial planning for multi-million dollar projects, including budgeting, forecasting, and vendor contract negotiations.
- Established and implemented key performance indicator (KPI) benchmarking models to effectively measure program performance against industry best practices.
- Drove continuous process improvements, ensuring IT infrastructure remained aligned with strategic business goals and evolving operational requirements.
- Achieved a 30% increase in operational efficiency through the successful implementation of IT modernization programs.

## Program Team Leader - IT & Aviation Specialist Vehicle
**Indian Navy** *(May 2017 - Mar 2018)*

- Managed large-scale aviation and IT programs, ensuring successful execution and alignment with critical naval operational requirements.
- Developed and implemented comprehensive capacity planning strategies for fleet maintenance and logistics, optimizing operational readiness and uptime.
- Oversaw and maintained rigorous quality assurance processes for all aviation equipment procurement, adhering to stringent industry standards and safety protocols.
- Facilitated effective cross-functional collaboration between engineering, IT, and procurement teams to enhance overall operational efficiency and streamline mission-critical processes.
- Maintained, enforced, and monitored strict adherence to all applicable IT security frameworks, safeguarding sensitive data and ensuring system integrity.

## Program Team Leader - IT & Transport
**Indian Navy** *(Mar 2015 - Apr 2017)*

- Led diverse transportation and IT infrastructure programs, effectively integrating cost control measures, comprehensive risk assessment strategies, and strategic vendor negotiations to achieve optimal outcomes.
- Implemented robust contract management strategies to optimize supply chain efficiency, ensuring timely delivery of critical materials and services.
- Developed and implemented innovative operational efficiency models for fleet utilization, successfully reducing downtime and maximizing resource allocation.
- Managed complex resource allocation strategies for IT infrastructure, ensuring optimal utilization and cost-effectiveness in alignment with operational demands.

## Program Coordinator - Marine Engineering Programs
**Indian Navy** *(Jan 2011 - Feb 2015)*

- Coordinated and managed diverse aspects of marine engineering projects, including meticulous procurement planning, meticulous budget adherence, and strict timeline management.
- Developed and implemented robust performance monitoring systems to track critical maintenance schedules, ensuring adherence to quality assurance metrics and regulatory compliance standards.
- Led and facilitated seamless collaboration across cross-functional teams, ensuring effective interdepartmental coordination and clear stakeholder communication.

## OJT Project & Program Management
**Indian Navy** *(Feb 2010 - May 2010)*

## Engineering Project & Program Management Intern - Administration & Leadership
**Indian Navy** *(Jul 2009 - Dec 2010)*

- Skilled in program management, stakeholder coordination, and budgeting.
- Experienced in process optimization, risk mitigation, and cost reduction.
- Proficient in Agile, Waterfall, and resource allocation.
- Developed reporting systems for compliance and progress tracking.
- Trained in team leadership, performance evaluation, and operational efficiency.

## EDUCATION

**PhD In Fintech** (2025 - Pursuing)
IIT Patna

**Master of Business Administration in Finance** (2022 - 2024)
SVKM's Narsee Monjee Institute of Management Studies (NMIMS), Mumbai

**Post Graduate Certificate Program (Applied Data Science and Artificial Intelligence)** (2024 - 2025)
IIT Roorkee

**Bachelor of Arts** (2009 - 2012)
Indira Gandhi National Open University

**Leadership Course in Engineering (Fully Residential)** (Aug 2012 - Dec 2012)
Indian Naval Ship Shivaji - Centre of Marine Engineering Technology, Lonavala, Maharashtra

**Certificate Course in Engineering (Fully Residential)** (May 2010 - Nov 2010)
Indian Naval Ship Shivaji - Centre of Marine Engineering Technology, Lonavala, Maharashtra

## CERTIFICATIONS

- **Program Management and the Art of Communication** (University of Maryland, College Park - 2025)
- **Project Management Principles and Practices Specialization** (University of California, Irvine - 2025)
- **Agile Approaches for Modern Leadership** (Duke University - 2025)
- **Influencing: Storytelling, Change Management and Governance Specialization** (Macquarie University - 2025)
- **Practical Application of Gen AI for Project Managers** (Project Management Institute - 2025)
- **Generative AI for Program Managers Specialization** (IBM - 2025)
- **Specialization Certificate in Project Management** (University of Colorado Boulder - 2023)

## ACHIEVEMENTS

- Enhanced governance frameworks, leading to increased operational efficiency.
- Implemented cross-functional collaboration initiatives, achieving streamlined vendor negotiations and procurement efficiency.
- Recognized for contract management leadership, ensuring regulatory compliance and financial oversight.

## PROJECTS

**AI-Powered Stock Recommendation System**
**PG Certificate in Applied Data Science & AI – IIT Roorkee**
Jan 2025 – Apr 2025

- Developed an AI-driven stock recommendation model using historical stock data (OHLC – Open, High, Low, Close) to assist in portfolio management.
- Applied key data science techniques such as Exploratory Data Analysis (EDA), feature engineering, and time series forecasting.
- Built machine learning models to classify stock movements and generate buy/sell signals.
- Utilized Python libraries: Pandas, NumPy, Scikit-learn, Matplotlib, and Seaborn for model building and visualization.
- Designed the system to work in real-time using API integration (Zerodha/Shoonya), with future deployment scope using Flask/Streamlit.
- Focused on model interpretability, performance metrics, and actionable insights for individual investors.

## SKILLS

**Core Competencies:** Program & Project Management, IT Infrastructure & Security, Cross-functional Team Leadership, Risk & Crisis Management, Process Improvement & Optimization, Change Management, Stakeholder Management, Strategic Thinking

**Soft Skills:** Leadership, Communication, Teamwork, Problem-solving, Analytical Skills, Adaptability, Time Management, Negotiation, Risk Management, Decision-making

## HOBBIES

Blogging on Finance, DS & AI, Project and Program Managemen, Reading books on emerging technologies and finance, Meditation, Guidance, Motivation, Leading from Front, Taking Ownershi

## LANGUAGES

English - Fluent, Hindi - Fluent, Kannada - Basics

## AVAILABILITY

- Available for immediate relocation.
- Open to on-site, hybrid, and remote opportunities