

PANKAJ VERMA

SENIOR / PRINCIPAL TECHNICAL PROGRAM MANAGER — AI • PLATFORM • CLOUD • DIGITAL TRANSFORMATION

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PROFESSIONAL SUMMARY

Senior Technical Program Manager with 10+ years of experience leading enterprise-scale technology transformation across AI/ML, software platforms, cloud, data, infrastructure, IoT and digital products. Proven track record of driving complex programs from technology strategy and roadmap through execution, production delivery and measurable business outcomes.

- Delivered an AI-based enterprise platform (Ola Force App) generating \$5 Million in annual cost savings.
- Delivered an MES platform delivering \$500K annual savings, and an automation initiative that reduced production downtime by 90%.

Experienced in partnering with CTO/CIO, Product and Engineering leadership to define technology roadmaps, prioritize investments, manage large cross-functional portfolios, Led a 150+ member technology portfolio spanning AI, software platforms, enterprise applications, data, infrastructure and automation.

TECHNICAL EXPERTISE

AI & Technology Transformation: Claude for Workflows • Codex for coding • Gemini for email scraping

Platform & Engineering: Postman for API testing • Kafka for Messaging • Mqtt for IoT • Jira/Confluence for Project Management

Cloud & Data: AWS & Krutrim Cloud EC2 Instances for hosting • S3 Buckets for Storage • Flink for Data Processing • Tableau & Grafana for Observability

Coding(Scripting): Python • Shell

Technical Program Leadership: GSheets and Jira for Portfolio Management, Cross-Functional Execution, Risk & Dependency Management • NPI & GTM Programs

Engineering Leadership: Engineering Organization Scaling • Agile Delivery • Delivery Metrics • Operational Excellence

Enterprise Platforms: Salesforce • Sap • Plm • Mes • In-House Enterprise Applications

PROFESSIONAL EXPERIENCE

Senior Technical Program Manager | Ola Electric | Ola Cell | **Krutrim AI** | Apr 2022 – Present

- Managed digital product transformation across Sales, Fulfilment and Service by delivering an **AI based in-house platform replacing Salesforce**, generating **\$5Mn in annual cost savings**.
- Led **Move OS 3**, a connected-vehicle software program, coordinating **Android, iOS, Backend, Data, OTA and QA teams** through planning, development, integration and release.
 - MoveOS 3 is a major over-the-air software update for Ola Electric scooters. It introduced over **20 new features**, including Profiles, proximity lock/unlock, Ride stats, Party mode, docs on scooter and Vacation mode to prevent battery drain
- Built **30+ member industrial automation org** from ground 0 to integrate them to software teams.
 - Delivered an enterprise MES platform generating approximately **\$500K in annual savings** by translating complex business requirements into scalable technology solutions.
 - Established an automation R&D lab that **reduced production downtime by 90%**, improving system reliability, operational efficiency and engineering productivity.
- Drive end-to-end program execution across product initiatives, software change management, **NPI and GTM** programs, release planning, dependencies, risks, trade-offs and executive governance.

Project Manager / Technical Lead | Infosys — Alstom, Paris | Nov 2015 – Apr 2022

- Orchestrated a **multi-year, cross-company infrastructure migration** for the Alstom–GE separation, **rehosting 15+ critical applications with 0 production downtime and zero business disruption**.
- Led enterprise platform modernization across global engineering teams, managing scope, milestones, risks, dependencies and stakeholder communication.
- Managed Agile delivery, program governance, executive reporting and issue resolution for strategic technology initiatives.

Senior Software Engineer | Infosys — Cisco, Bangalore | Dec 2013 – Sep 2015

- **Reduced data-validation effort from one week to six hours** by automating repetitive validation workflows with **zero cost spend**
- Built automation tools for data validation supporting iterative software releases and application migration activities.

Software Engineer | Infosys — Boeing & Alstom Power | Jul 2010 – Dec 2013

- Delivered enterprise software development, testing, validation and engineering support programs for global clients.

EDUCATION

B.Tech, Computer Science & Engineering | UPTU | 2010