

# Baljeet Singh Saini

Technical Program Manager · International Delivery (US · UK · Europe · APAC)

40+ Products Shipped · 10–15 Concurrent Programs · 95% On-Time Delivery · +20% CSAT

## PROFESSIONAL SUMMARY

Technical Program Manager delivering mobile, web, and e-commerce products for international clients across **US, UK, Europe, and APAC**. Owned **40+ production releases** across **10–15 concurrent programs** at MMF Infotech with **95% on-time delivery** and a **+20% YoY client CSAT lift**, leading concurrent teams of **15–22 engineers, designers, and QA**. Promoted from QA Engineer to TPM **within first year** on the strength of delivery ownership. Manufacturing PMO foundation (3+ yrs production planning, Kaizen, OpEx) translated into disciplined release cadence, RAID governance, vendor management, and executive stakeholder reporting. Currently scaling **AI-augmented delivery workflows** (Claude · Gemini · GPT) across sprint reporting and decision automation.

*Program Mgmt · Agile / Scrum · RAID Governance · Stakeholder & Vendor Mgmt · Release Mgmt · OKR / KPI · CSAT*

## EXPERIENCE

### MMF Infotech Technologies Pvt. Ltd., Indore, India

Sep 2022 – Present

*Product & services company — mobile, web, and e-commerce solutions*

#### Technical Project Manager

Mar 2023 – Present

- Delivered **40+ products** across mobile, web, and Shopify e-commerce — owning the full **SDLC** for **10–15 concurrent programs** with concurrent teams of **15–22 engineers, designers, and QA**.
- Owned executive stakeholder governance for international clients across **US, UK, Europe, and APAC** — running weekly steering reviews, OKR-aligned roadmaps, RAID logs, and quarterly business reviews.
- Held **95% on-time delivery** across the portfolio through structured release scheduling, capacity planning, and proactive dependency-risk mitigation across parallel workstreams.
- Owned UAT and release sign-off across **40+ production releases** — held critical-defect leakage to  $\leq 1$  per release and lifted measured client **CSAT by 20% YoY**.
- Rolled out **LLM-driven sprint reporting** (Claude · Gemini · GPT) across 4 active programs — cut weekly PM status-prep from ~6 hrs to <1 hr and accelerated mid-sprint decisions.
- Drove vendor coordination, scope negotiation, and change-control governance — protecting margin and timeline commitments while sustaining repeat engagements with anchor clients.
- Promoted from QA Engineer to TPM **within first year** at MMF on the strength of delivery ownership and client retention.

#### QA Engineer

Sep 2022 – Feb 2023

- Executed functional, regression, smoke, and **Postman API testing** across live mobile and web projects — identifying critical defects before production releases.
- Authored test plans, test cases, and defect tracking reports; documentation practices subsequently adopted team-wide.

### Infograins Software Solutions Pvt. Ltd., Indore, India

Jun 2022 – Aug 2022

#### Quality Assurance Intern

- Performed manual testing for a live cryptocurrency platform — ensuring transaction accuracy and business logic integrity.
- Designed functional, regression, and UI test cases; contributed to improving product stability ahead of release.

## CONTACT

- 📍 Indore, MP, India  
Open to Remote / Hybrid / Relocation
- 📞 +91 75661 48768
- ✉ baljeetsaini.68@gmail.com
- 🌐 linkedin.com/in/baljeet-singh-saini
- 🔗 github.com/Baljeet-68
- 📄 baljeet-68.github.io/portfolio.html

## CORE SKILLS

### Program & Delivery Mgmt:

- Agile / Scrum / Hybrid SDLC
- Program & Portfolio Mgmt
- Roadmapping · OKRs / KPIs
- RAID · Risk Register · Steering
- Release Mgmt · Capacity Planning
- Stakeholder & Vendor Governance
- Executive Reporting · QBR
- Cross-Functional Leadership

### PM Tools & Platforms:

- JIRA · Confluence · ClickUp
- Notion · Slack · GitHub

### Engineering Context:

- Flutter · React.js · Node.js
- Firebase · MySQL · Shopify
- HTML5 · CSS3 · JavaScript

### Cloud, DevOps & Release:

- AWS (EC2 / S3) · Firebase
- GitHub Actions · CI/CD
- App Store & Play Store Release

### AI & Automation:

- LLM-Integrated Reporting
- AI Workflow Automation
- Prompt Engineering
- Claude · ChatGPT · Gemini

### QA & Release Governance:

- UAT & Release Sign-off
- Manual · Regression · Smoke
- Postman API Testing
- Defect Tracking · RCA

## CERTIFICATIONS

- ★ **Google Project Management Certificate**  
Google via Coursera · Sep 2025  
ID: W8S5SN68E9DB

## AWARDS & RECOGNITION

- ★ Promoted from **QA Engineer to Technical Project Manager within first year** at MMF Infotech — recognised for delivery ownership and client retention.
- ★ Sustained **+20% YoY client CSAT lift** across international portfolio — driven by on-time release cadence and proactive stakeholder governance.
- ★ Performance-based cash incentives at MMF Infotech for consistent on-time client delivery across concurrent programs.

## CLIENT PROJECTS MANAGED

### **Affirmare** [Healthtech / Wellness] · Live ·

#### Subscription

Flutter (iOS, Android) · React.js · WordPress

Role: TPM | Team: 4 | 6 months | Client:

International

- AI wellness app (personalised affirmations + music-based relaxation) with in-app subscription monetisation — shipped to App Store and Play Store on schedule.
- Led RCA and 2-week perf-tuning sprint that resolved iOS thermal issue threatening App Store review approval; delivered 3 parallel workstreams (mobile, web, CMS) to launch date.

### **Zenful-Note** [Mental Health SaaS] · Live

Native iOS & Android · React.js (Admin Panel)

Role: TPM | Team: 4 | 5 months | Client:

International

- Mindfulness SaaS shipped across **3 parallel workstreams** (native mobile + admin panel + IAP) in 5 months — coordinated Apple/Google in-app purchase approval cycles end-to-end.
- Owned release governance for the self-reflection feature rollout; held zero post-launch critical defects across the first 4 release cycles.

### **ZUMI** [Marketplace / Services] · Live

Native iOS & Android · React.js (Admin Panel)

Role: TPM | Team: 3 | 4 months | Client:

International

- Two-sided service marketplace connecting pet owners with verified veterinary professionals — delivered MVP to App Store and Play Store within 4-month client commitment.
- Owned payment onboarding redesign through structured UX milestone planning — reduced checkout drop-off and stabilised post-launch transaction flow ahead of GA.

### **Nithasab** [Fintech] · In Review

FlutterFlow · Firebase · iOS & Android

Role: TPM | Team: 3 | 3 months | Client:

International

- Pre-registration fintech platform with Firebase backend and referral engine — drove stakeholder sign-off and submission readiness ahead of App Store / Play Store review.
- Owned pre-launch user-acquisition coordination and risk register through the 3-month build cycle.

## EARLIER CAREER — MANUFACTURING PMO & OPERATIONS

*Production planning, shift governance, and Operational Excellence roles — foundation for IT delivery discipline (release cadence, RAID, vendor coordination, KPI reporting). 3× Silver Coin awards for Kaizen process improvements; fast-track 6-month performance increments at Mittal Coin and Signet for measurable efficiency gains.*

### **Mittal Coin Pvt. Ltd., Pithampur (Indore)**

Feb 2022 – Jun 2022

#### Shift In-Charge

- Owned daily shift planning, output tracking, and floor-level escalations; secured 6-month performance increment.

### **Signet Industries Ltd., Pithampur (Indore)**

Aug 2021 – Jan 2022

#### Operational Excellence Engineer

- Led Kaizen RCA and workflow-redesign initiatives that reduced downtime; tracked operational KPIs end-to-end.

### **Kach Motors Pvt. Ltd., Pithampur (Indore)**

Jun 2018 – Aug 2021

#### Production Engineer

- Owned production scheduling, line coordination, and vendor flow across a 3-year tenure — sustaining daily output targets and quality compliance.

## EDUCATION

### **Vindhya Institute of Technology & Science**

B.E. – Mechanical Engineering

Indore, India · 2013 – 2018

### DELIVERY SNAPSHOT

- **40+** products shipped end-to-end
- **10–15** concurrent programs at peak
- **15–22** engineers / designers / QA led
- **95%** on-time delivery sustained
- **+20%** YoY client CSAT lift
- Clients across **US · UK · EU · APAC**

### ONLINE

#### Portfolio

[baljeet-68.github.io/](https://baljeet-68.github.io/)

[portfolio.html](#)

#### LinkedIn

[linkedin.com/in/](https://linkedin.com/in/)

[baljeet-singh-saini](#)

