Niket Kumar Phuria

Mumbai, MH • +91-9004387248 • niket.phuria@gmail.com • linkedin.com/in/niketphuria/

Seasoned Delivery and Transformation Leader with **17+ years of experience** in managing project strategy, delivery, and operations, particularly in data-driven solutions. Expertise in overseeing end-to-end project lifecycles, defining project objectives, and driving successful project outcomes in B2B and SaaS environments. Proven track record in leading cross-functional project teams, building trusted client relationships at the CxO levels, optimizing workflows, and delivering impactful results in domains such as BFSI, telecom, and media.

Project Portfolio: SaaS entitlement & renewal management, software monetization, usage management, digital transformation, automation programs (RPA/AI/ML), e-commerce implementations, multi-tier channel order management, enterprise integrations, and custom enterprise solutions.

Core Expertise: Strategic Advisory & Account Delivery | Program & Portfolio Management | Budget & P&L Oversight | Agile & Hybrid Delivery | Risk Mitigation & Compliance | Stakeholder & CxO Management | Operational Governance | User Experience & Customer Success.

Technology domains: SaaS & Cloud Platforms | Salesforce CRM | Automation (RPA, AI/ML) | IoT & Usage Management | Security & Licensing | Geospatial Data & Maps | SOA & RESTful Services | System Integration | Large-Scale Deployments.

PROFESSIONAL   EXPERIENCE

Resilience AI, Mumbai(WFH)   March 2025 – Current
Senior Advisor and Product Consultant

- Served as a strategic delivery advisor for climate risk intelligence engagements, working with government, banking, and EPC clients to embed sustainability-linked decision frameworks.
- Shaped delivery models and governance practices for specialized projects (~₹1–5M scale), ensuring scope, schedule, and compliance alignment with client requirements.
- Built alliances and market access strategies, enabling client adoption of ESG-driven risk assessment tools and positioning Resilience AI within broader transformation agendas.
- Acted as executive-level engagement lead, influencing senior stakeholders (ministries, banks, multilateral institutions) and ensuring continuity of accounts introduced.
- Supported delivery execution by aligning small but high-impact cross-functional teams with client milestones, while contributing thought leadership on ESG disclosures (TCFD, TNFD).

Artivatic.AI, Mumbai   May 2024 – March 2025
Lead Product Manager

- Led the execution and deployment of projects focused on optimizing underwriting processes, achieving a 10% improvement in operational efficiency for insurance clients by driving process optimization initiatives.
- Led delivery of innovative B2B solutions for the insurance and healthcare sectors, ensuring on-time project delivery and adherence to stakeholder requirements.
- Led four delivery teams with over 50 members across BA, engineering, and operations, ensuring on-time milestones and exceeding >95% SLA compliance.
- Applied PMP-aligned delivery governance (scope, cost, risk, and stakeholder management), resulting in a 30% reduction in delivery overruns.
- Built trusted CxO-level partnerships, driving platform adoption, expansion into new accounts, and increasing recurring revenue streams.
- Implemented Agile methodologies, managing sprint planning and project timelines, resulting in a 25% reduction in project cycle times and improved team efficiency.

DataAxle Inc, Mumbai   Jan 2022 – April 2024
Senior Product Manager

- Owned delivery of SalesGenie, a cloud-native B2B intelligence platform serving 200+ enterprise SMB clients across the US, managing a portfolio exceeding $10M.
- Directed delivery across 4 global engineering pods (60+ members), balancing offshore/onsite models and ensuring >80% release predictability through PMP-driven scope and schedule governance.
- Introduced portfolio-level risk and quality management frameworks, cutting incident response times by 40% and reducing technical debt by 25%.
- Managed stakeholder communication with executive sponsors, providing KPI-driven dashboards (usage, data enrichment, onboarding efficiency) to support client renewal decisions.
- Instituted delivery governance practices (QA cycles, roadmap planning, change control boards), improving time-to-market by 20%.
- Partnered with senior account leadership to expand enterprise adoption, contributing to double-digit YoY growth in client revenues.

Viacom18 Media Pvt. Ltd. Inc, Mumbai   November 2018 – Jan 2022
Senior Product Manager
- Led enterprise-wide automation delivery portfolio worth $8M+, improving ROI by 4x through cost savings and efficiency gains.
- Managed cross-functional teams (Finance, HR, Tech, Audit) to deliver award-winning automation programs (SAP-integrated Invoice Bot – Procure to Pay Process, COVID Compliance Bot).
- Ensured scope, cost, and schedule governance via PMP principles, reducing project delays by 15% and improving compliance audit scores by 20%.
- Oversaw vendor and partner contracts, ensuring delivery efficiency and regulatory compliance.
- Received Industry Awards "UiPath Excellence in Finance & Accounting Automation (2021)" and "UiPath Crisis Automation (2020)".
- Coached 10 summer interns and implemented a mentorship program for new joiners, improving onboarding efficiency and building project team capabilities in the Head Office.

MRRSoft Ltd., Nagpur, MH   Sept 2017 – Oct 2018
Associate Product Manager
- Led a team of 10 in managing the project lifecycle from inception to phase-out, ensuring alignment with customer needs and business goals.
- Spearheaded the transition of the product catalog to a new CMS, enhancing user experience and increasing customer engagement by 25%.
- Drove the scalable integration of custom personalization tools for products, which resulted in a 25% enhancement in user engagement and repeat customers.
- Generated a comprehensive KPI framework to track and optimize product performance across the e-commerce platform.

Here Technologies, Mumbai, MH   Dec 2015 – Sept 2017
Senior Product Owner
- Collaborated with design and engineering teams to enhance project delivery processes, resulting in a 10% increase in project completion rates and customer satisfaction through improved usability and user experience.
- Led 7 cross-functional teams across various project phases, improving process efficiency by 25%+ through optimized project workflows and resource management.
- Worked with cross-functional stakeholders to develop detailed project plans, gather requirements, and execute projects within defined timelines and budgets, ensuring alignment with business goals.
- Collaborated with teams to collect project feedback, implementing corrective actions and continuous improvements to deliver better outcomes for clients and stakeholders.
- Conducted competitor analysis and industry research to stay ahead of market trends and identify new growth opportunities.

Jio Telecom, Mumbai, MH   Dec 2013 – Dec 2015
GIS Manager – Business (Sales and Distribution)
- Project Planning, Estimation, and Scheduling of all implementation activities to meet business requirements with high-speed delivery.
- Perform project management functions starting with gathering business requirements, developing and implementing the life cycle, testing, and product delivery.
- Manage priorities among concurrent projects and support the marketing team in launching new products and services on time.
- Worked with Program Management and Business leadership to boost new business.

Cybertech Systems and Software Ltd., Mumbai, MH   Dec 2009 – Nov 2013
Senior Analyst - GIS
- Created content for quarterly technical whitepapers and proposals for new training, feature development, and in-skill purchasing, which improved customer satisfaction by 30%.
- Built data visualizations using Excel and SQL for product KPIs that reduced manual reporting work by 8 hours weekly.
- Established and audited proper standards for the quality of data received and adhered to per the data model.
- Ensured effective implementation of Esri software in the user organization by conducting training and workshops on Esri software.

EDUCATION

Indian School of Business, Hyderabad, TG   2025
MBA – Marketing and Strategy
Merit Scholarship Candidate | Leadership and Development Club Lead | ISB PGPpro Flagship Event – Abhyudaya 2024

Symbiosis International University, Pune, MH   2010
Master of Science - Geoinformatics
Batch President for two consecutive years | Awards: Brand Ambassador – SIG.

SKILLS & COMPETENCIES

Delivery & Program Management: Project/Program Management (PMP®, Prince2®), Agile & Hybrid Delivery, SDLC, Portfolio Governance, Risk & Controls, Compliance Management
Commercial & Operations: Budgeting & Cost Control, P&L Oversight, Resource & Vendor Management, Process Optimization, Performance Monitoring
Stakeholder Leadership: CxO & Executive Engagement, Cross-functional Team Leadership, Strategic Roadmap Planning, Customer & User Experience, Transformation Advisory.
Extra-curricular: Mentor to start-ups at IIT-B, IIT-M, Symbiosis, and Somaiya Universities. Active Speaker and Panellist at technical and business forums. Leadership roles at ISB, including leading flagship events and professional clubs.
Certifications: Project Management Professional (PMP®), Certified Scrum Product Owner (CSPO®), and Prince2®

AWARDS & ACHIEVEMENTS

- **Industry Award**: (Dec 2020 and Dec 2021)
  - Winner - Excellence in Finance and Accounting Automation - UiPath Automation Awards 2021
  - Runner Up - Finalist - Excellence in Automation for Crisis Management and Business Continuity - UiPath Reboot Festival
- **Organization Award**:
  - MAD Award Winner - Super Hit - Execute with Excellence – December 2020.
  - Runners up - Top 8 Innovation for Innovation Week – Oct 2020.
  - Employee of the Quarter 2011– Oct 2011.