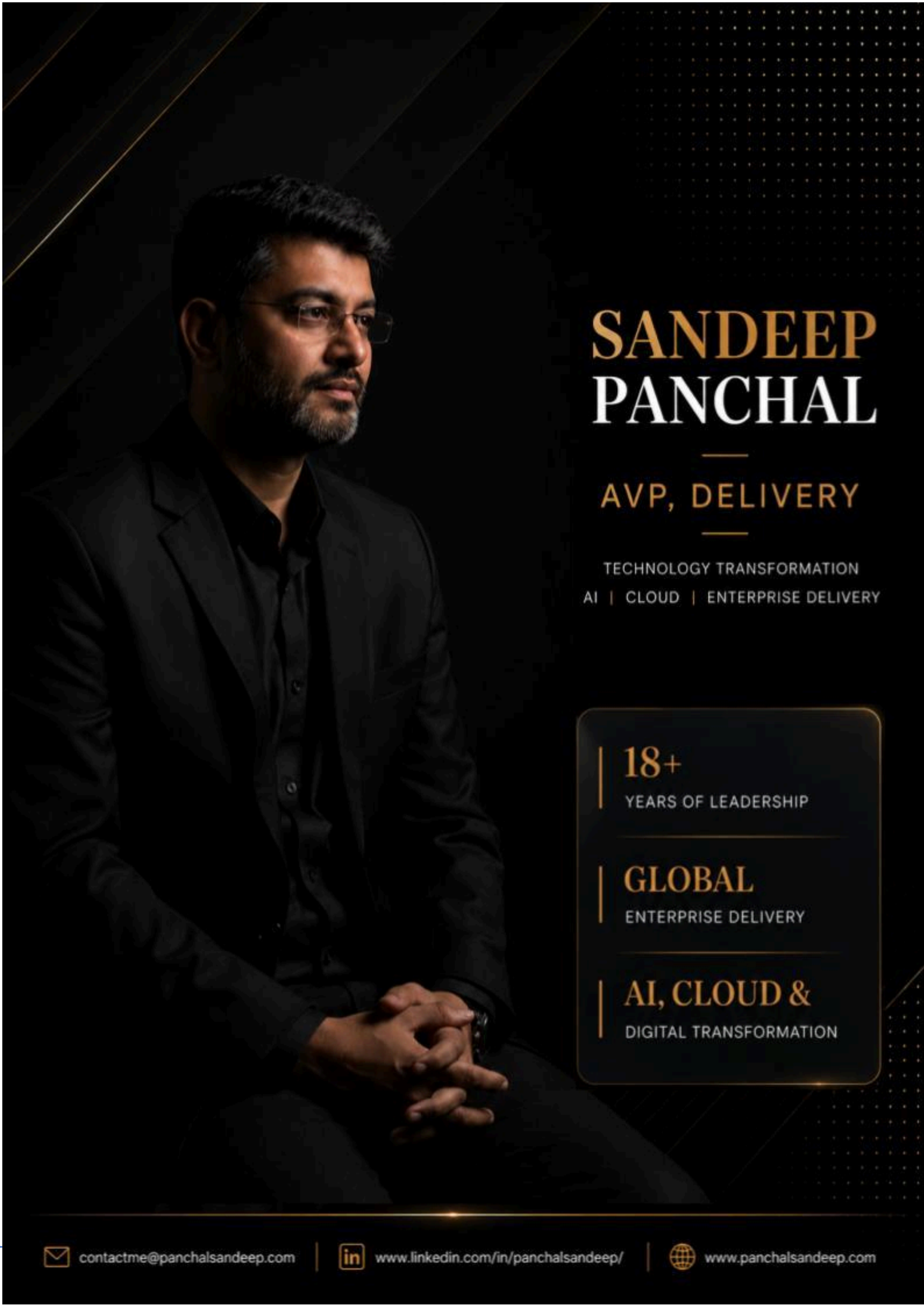


A professional portrait of Sandeep Panchal, a man with a beard and glasses, wearing a dark suit and shirt, sitting and looking slightly to the right. The background is dark with geometric lines and a grid pattern.

SANDEEP PANCHAL

—
AVP, DELIVERY
—

TECHNOLOGY TRANSFORMATION
AI | CLOUD | ENTERPRISE DELIVERY

| 18+

YEARS OF LEADERSHIP

| GLOBAL

ENTERPRISE DELIVERY

| AI, CLOUD &

DIGITAL TRANSFORMATION

PROFESSIONAL SUMMARY

Senior Delivery Manager with 18+ years of experience leading large-scale enterprise transformation programs, global delivery operations, and mission-critical IT initiatives across Cloud, SaaS, AI/ML, Enterprise Applications, Infrastructure Modernization, and Digital Transformation domains. Proven expertise in Agile, SAFe, Scrum, Kanban, Waterfall, and SDLC methodologies, driving end-to-end program delivery, PMO governance, stakeholder management, executive reporting, and cross-functional team leadership.

Skilled in managing Cloud Migration Programs, Data Centre Transformation, Infrastructure Modernization, Cybersecurity-focused delivery, risk mitigation, vendor management, resource optimization, budgeting, roadmap planning, and operational excellence while ensuring cost, quality, compliance, and timely delivery. Strong expertise in AWS Cloud, enterprise integrations, service delivery frameworks, business continuity planning (BCP), disaster recovery (DR), audit readiness, and security & compliance governance.

Experienced in leading 80+ member global teams, driving continuous improvement initiatives, enhancing customer satisfaction, and delivering strategic business outcomes through strong collaboration with C-level executives, business stakeholders, and technology teams. Developed 2 products – an AI-based resume updater and job applier, and a LinkedIn AI-based Message Chrome extension through Vibe coding.

KEY CAREER ACHIEVEMENTS

- **Ethiopia Ministry of Science & Higher Education:** Led a team of 80+ engineers to deliver a \$30M EdTech program for Ethiopia's Ministry of Science & Higher Education within 7 months.
- **Revenue Growth:** Generated \$1.87M in new revenue through targeted sales initiatives while maintaining a 95% Net Revenue Retention rate.
- **Operational Efficiency:** Cut project delivery costs by 26% by tightening budget controls and improving risk management protocols.
- **Quality Improvement:** Boosted product quality by 16% through the introduction of standardized QA processes and continuous feedback loops.
- **SaaS Growth:** Achieved a 28% increase in SaaS sales within the first month of launching new enterprise subscription products.
- **Team Scaling:** Expanded offshore development by 20% while increasing quality standards by 60% and lowering defect rates.

PROFESSIONAL EXPERIENCE

Delivery Manager | **Ace Infoway Pvt. Ltd.** | Ahmedabad, India

Oct 2025 – Present

- Led end-to-end delivery across multi-stakeholder programs, ensuring on-time releases, SLA adherence, & high delivery quality.
- Standardized delivery frameworks, governance models, and execution playbooks to improve consistency and transparency across teams. Directed end-to-end **ISO 9001 process adoption**, driving the organization toward successful certification.
- Executed turnaround strategies for at-risk engagements, restoring delivery performance and client satisfaction.
- Drove continuous improvement through retrospectives, performance metrics, and feedback loops, reducing delivery risks.
- Mentored Project Managers and cross-functional teams on Agile execution, risk management, and stakeholder communication.
- Partnered with executive stakeholders to align expectations, manage escalations, and identify account growth opportunities.

Technologies: AngularJS, PHP, MySQL, Python, .NET Core, AI/ML, Power BI, Zoho | **Domains:** Healthcare, ERP, AI Solutions

Project Manager | **Biztech IT Consultancy Pvt. Ltd.** | Ahmedabad, India

Oct 2024 – Sep 2025

- Spearheaded end-to-end delivery of E-Commerce and ERP solutions, driving AI/ML integrations to enhance platform performance.
- Developed and maintained project plans, budgets, and risk mitigation strategies, achieving a 26% decrease in project costs.
- Designed and implemented quality control processes that improved project deliverable performance by 16%.
- Led Agile teams through sprint planning and retrospectives, ensuring on-time milestone delivery.
- Utilized Python, JIRA, and Power BI to streamline processes and optimize reporting accuracy.

Technologies: PHP, MySQL, Python, Odoo, AI/ML, Power BI, SharePoint | **Domains:** E-Commerce, ERP, AI Solutions

Program Manager – Customer Success | **Kitchen365 LLC** | Ahmedabad, India

Feb 2022 – May 2024

- Led cross-functional coordination (engineering, QA, client teams) during the transition phase.
- Directed transition of complex enterprise systems, ensuring seamless onboarding & knowledge transfer across distributed teams
- Orchestrated enterprise SaaS product launches, increasing sales revenue by 28% in the first month.
- Supported solutioning and integration planning during the pre-sales and onboarding phase.
- Managed transition risks, dependencies, and escalation paths, ensuring zero disruption to business operations.
- Provided regular stakeholder reporting and continuously refined program processes to improve efficiency and outcomes.
- Oversaw transition financial tracking, ensuring adherence to budget and cost baselines.

Technologies: PHP, Java, NetSuite, Power BI, JIRA, Freshworks | **Domains:** E-Commerce SaaS, Order Management Systems

Delivery Manager – Offshore Development Center | **IntelliMedia Networks Pvt. Ltd.** | Ahmedabad, India Jan 2020 – Jan 2022

- Directed delivery of enterprise applications, including AI, AR/VR, and LMS products across multiple concurrent programs.
- Managed a team of 80+ engineers, developers, and project managers, scaling group operations by 20%.
- Delivered a \$30M education technology project for Ethiopia's Ministry of Science & Higher Education within 7 months.

- ▶ Implemented quality control measures, achieving 60% higher quality standards and significantly reducing defect rates.
- ▶ Led end-to-end application and service transitions, including KT planning, execution, and stabilization
- ▶ Monitored and managed budgets across multiple client engagements, ensuring delivery within financial constraints.
- ▶ Designed and executed Knowledge Transfer (KT) frameworks, reducing transition risk and ramp-up time

Technologies: Zoho CRM, AR/VR, MariaDB, OpenCV, Moodle, Java | **Domains:** Education (LMS), Real Estate, Medical

Service Delivery Manager | Nestor Infoway Inc | Ahmedabad, India

Jun 2017 – Dec 2019

- ▶ Managed end-to-end service delivery operations across diverse industry verticals, ensuring adherence to SLAs and quality standards.
- ▶ Monitored service delivery performance metrics and provided regular reports to senior management and clients.
- ▶ Oversaw incident and problem management, minimizing downtime and ensuring root causes were identified and resolved.
- ▶ Managed service delivery budgets and continuously improved delivery processes to enhance efficiency and reduce costs.
- ▶ Led cross-functional IT teams, providing guidance to ensure high performance and adherence to best practices.
- ▶ Developed and implemented risk mitigation strategies to protect service delivery commitments.

Technologies: PHP, MySQL, Java, Objective-C, Magento, Asana, Trello | **Domains:** Food Chain, Hotel Industry, Car Rental

Project / Program Manager | Openxcell Technolabs Pvt. Ltd. | Ahmedabad, India

Nov 2015 – May 2017

- ▶ Led end-to-end project delivery across Finance, Real Estate, and Car Rental domains using Agile methodologies.
- ▶ Participated in **SEPG activities**, supporting process definition, audits, and compliance initiatives for **CMMI Level 3 certification**.
- ▶ Conducted metrics analysis to identify process improvement opportunities and tracked the effectiveness of changes.
- ▶ Provided training and mentorship to team members on process improvement initiatives and best practices.
- ▶ Collaborated with stakeholders to align technical solutions with business goals and managed complete project lifecycles.

Technologies: PHP, MySQL, Laravel, AngularJS | **Domains:** Finance, Real Estate, Car Rental

EARLIER CAREER

Company	Role	Period	Domain
WebPlanex Infotech Pvt. Ltd.	Delivery Manager	2014 – 2015	Crypto, Banking, Finance
Space-O Infoweb Pvt. Ltd.	Project / Program Manager	2012 – 2014	Health, Govt, Car Rental
Kaushalam Digital Pvt. Ltd.	Project Manager	2011 – 2012	Food Chain, E-Commerce
BS Infocom Inc	Project Manager / Senior Developer	2001 – 2011	ISP, E-Commerce, Real Estate

CORE COMPETENCIES

Program & Portfolio Management: End-to-end lifecycle, multi-project governance, PMO setup
Agile / Scrum Leadership: Sprint planning, retrospectives, Kanban, SAFe principles
Risk & Change Management: Risk registers, mitigation strategies, change control boards
Budget & P&L Management: Multi-million-dollar budgets, cost optimization, and financial reporting

Stakeholder & Executive Management: C-suite alignment, escalation management, RACI frameworks
Process Optimization & ITSM: SLA governance, KPI tracking, continuous improvement, ISO compliance
Digital Transformation: AI/ML integration, Cloud migration (AWS/Azure), DevOps enablement
Team Leadership: Cross-functional teams up to 80+, mentoring, talent development

TECHNICAL SKILLS

PM Tools: JIRA, MS Project, Basecamp, Trello, Asana, SharePoint
Cloud Platforms: AWS, Azure
Analytics & Reporting: Power BI, Zoho Analytics

Methodologies: Agile (Scrum), Waterfall, PRINCE2, CI/CD, ITIL
ERP / CRM: Zoho CRM, NetSuite, Odoo, Freshworks
Technologies: Python, PHP, .NET Core, MySQL, Java, React Native

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ▶ PMP® — Project Management Professional | PMI
- ▶ Advanced Certified Scrum Master (A-CSM®) | Scrum Alliance
- ▶ AWS Cloud Practitioner Essentials
- ▶ Generative AI for Project Managers
- ▶ ServiceNow IT Leadership Professional
- ▶ Certified Customer Success Specialist

EDUCATION

Bachelor of Commerce | Gujarat University, Ahmedabad, India

MBA Foundation | ICFAI, Ahmedabad, India

LANGUAGES & VISA STATUS

English: Professional proficiency
Hindi / Gujarati: Native
German: Currently learning — B1 target (actively enrolled)

Visa: Germany Chancekarte (Opportunity Card)
Valid: 09 February 2026 – 08 February 2027
USA B1/B2 Visa | **Canada** B1 Visa