Swati

Project Delivery Lead
Experience: 10 Years 2 Months
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Delivery and Project Management professional with 10+ years of IT experience and 5+ years of direct project/delivery leadership across enterprise software, Salesforce, SaaS, digital transformation and client-facing technology programs. Experienced in end-to-end delivery from discovery and planning through execution, testing, UAT, release, deployment, hypercare and transition. Strong in project governance, scope/schedule management, RAID and dependency management, resource coordination, budget tracking, executive reporting, stakeholder leadership, Agile/Scrum/SAFe delivery and cross-functional execution across Product, Architecture, Engineering, QA, DevOps and Business teams. Domain experience includes insurance/financial services, manufacturing, life sciences/healthcare, accounting/ERP and customer portals

Product Management | Agile | User Story Development | Product Vision & Strategy • Product Roadmaps • Product Discovery • Customer / Stakeholder Interviews • Voice of Customer • Problem Fr... | Backlog Management | PI Planning | Phased Delivery | Stakeholder Management | Customer Journey Mapping | Scrum Agile Development Methodology | Cross-Functional Team Leadership | Digital Transformation | End-to-End Project Delivery | Program / Project Planning | Scope Schedule & Milestone Management | Project Governance | Dependency Management | UAT / SIT Coordination | REST APIs / Integrations | Data Migration | Cloud / Azure Fundamentals | AI/ML & GenAI Delivery Exposure

CERTIFICATION

- Salesforce Certified Administrator
- Certified ScrumMaster® (CSM®)
- Scrum Fundamentals Certified (SFC)
- Project Management Essentials Certified (PMEC™)
- Certified Scrum Product Owner
- SAFe popm
- Salesforce certified Business Analyst

WORK EXPERIENCE

Project Delivery Lead-Fexle Services (A Xoriant Company) **May 2025 - Jun 2026**

- Led end-to-end delivery across global Salesforce engagements, coordinating discovery, solution planning, development, QA, UAT, release readiness, production deployment and post-release stabilization.
- Converted agreed scope and business requirements into delivery plans, milestones, prioritized backlogs, owners, dependencies, release schedules and measurable delivery checkpoints.
- Established delivery governance through RAID logs, action/decision tracking, sprint/release cadences, status reporting, stakeholder reviews and escalation management.
- Managed risks, issues, dependencies, scope changes and delivery trade-offs; drove mitigation through reprioritization, resequencing, phased delivery, escalation and revised planning.
- Coordinated Product, Business, Architecture, Salesforce Development, QA and leadership teams across distributed delivery; maintained clear ownership and stakeholder communication.
- Supported estimates, resource/capacity planning, delivery tracking, UAT/defect readiness, release go/no-go decisions, deployment coordination and hypercare.

Selected Programs:

• Catalent OneHub — Life Sciences / Healthcare: managed Salesforce + SharePoint global-search delivery, replanning after technical complexity affected the original go-live; coordinated UAT pause/restart, defect prioritization, deployment and hypercare.
• Carrier / OneCoE — Manufacturing: supported enterprise Salesforce assessment across approximately 13—17 orgs/business units, coordinating process baselines, adoption analytics, integration dependencies, recommendations and roadmap planning.
• Copeland Global Pricing — Manufacturing: coordinated RFQ-to-Quote transformation covering requirements, approvals, scope boundaries, development/QA dependencies, future Oracle/e-signature integration needs and release readiness.
• Copeland India — Manufacturing: supported Sales Cloud delivery across lead, opportunity, forecasting, quoting, sharing/access and team models from requirements through testing and release readiness.

Senior Solution Designer-Sage Business Tech **Mar 2022 - Apr 2025**

- Owned delivery of enterprise client-management and accounting capabilities from discovery and roadmap definition through backlog, development, testing, UAT, release and adoption within a product-based environment.
- Partnered with Business, Product, Architecture, Engineering, UX and QA teams to align business objectives, technical feasibility, scope, priorities, dependencies and release plans.
- Managed sprint goals, backlog refinement, user stories, acceptance criteria, risk/dependency tracking, stakeholder demos, UAT and release-readiness activities.
- Delivered API-driven and multi-system initiatives including Companies House integration, Salesforce support synchronization, entity/relationship management and duplicate-detection/data-quality capabilities.
- Supported customer-readiness and production issue resolution, using feedback and defect trends to reprioritize work, improve delivery quality and drive continuous improvement.
- Worked on AI/ML-enabled document capture, data extraction and anomaly-detection use cases within AutoEntry; later supported the core Client Management platform within the Sage for Accountants product suite.
- Recognized with an Excellence in Product Management award for contribution to product strategy and execution.

Senior Salesforce Business Analyst-Metacube Software **Oct 2020 - Mar 2022**

- Worked with Assurant UK in the automobile/general insurance domain, building strong knowledge of the insurance lifecycle and supporting Salesforce-led business and product enhancements.
- Led requirements elicitation and analysis, documenting BRDs, use cases, process flows, user stories and functional requirements while maintaining alignment between client stakeholders and Agile delivery teams.
- Led Client Readiness / Country Rollout activities for feature launches across multiple regions, considering taxation, regulatory, compliance and market-specific requirements.
- Supported solution design, prioritization, risk management, sprint planning, capacity planning, stakeholder reviews and end-to-end delivery of Salesforce initiatives.
- Managed requirement clarifications, project tracking, resource coordination and status reporting; supported business validation and iterative improvement through Agile/Scrum delivery

Associate Project Manager-Exallion Software Solutions **Jun 2018 - Sep 2020**

- Managed client requirements, delivery coordination, escalations, timelines and cross-functional improvement initiatives across digital and technology services, including Microsoft services exposure.
- Worked as a business-facing bridge across clients and delivery teams, supporting requirement clarification, process improvement, project status reporting, issue resolution and customer-outcome focused execution.
- Supported team onboarding, mentoring and creation of reusable knowledge assets; coordinated cross-department initiatives to improve consistency, service delivery and client satisfaction.
- Maintained project visibility through plans, status updates, risk/escalation tracking and stakeholder communication.

Business Analyst-Gempulse Infotech **Mar 2017 - Jun 2018**

- Collaborated across SDLC phases from requirement gathering to production releases to ensure alignment with business objectives.
- Mapped process activities to identify inefficiencies and proposed actionable improvements.
- Created workflow diagrams and Gantt charts to support project planning and execution.
- Conducted stakeholder workshops and documented requirements to inform development efforts.

IT Sales Business Development Manager-Appiqo Technologies **Apr 2016 - Feb 2017**

- Delivered campaigns to generate new client opportunities and new business.
- Identified market opportunities and risks to support budgeting and strategic planning.
- Participated in industry events to gather competitive intelligence and shaped tactical sales initiatives.

- Developed short- and long-term sales objectives and recommended marketing budget allocations.

EDUCATION

B.Tech / B.E. | Computer Science and Engineering (CSE) **2016**
Rajasthan Technical University, Kota

EXTRA-CURRICULAR ACTIVITIES

Knowledge Sharing & Mentorship

Conducted Agile best-practice training sessions and mentorship programs to improve team performance, communication and adoption of Agile processes.

ACHIEVEMENTS

Achievements
Implemented Salesforce enhancements that boosted user engagement and reduced operational bottlenecks.
Recognized for improving stakeholder communication and project transparency, contributing to higher client satisfaction.
Received 'Excellence in Product Management' award for contributions to product strategy and execution.

ADDITIONAL INFORMATION

Hobbies: Product Strategy Reading, Technical Blogging, Mentoring

Languages: English, Hindi