

PANKAJ KUMAR JOSHI

IT Project Manager (18+ Years Exp.) | Mobile & Web VOIP SaaS BlockChain/Ether CPaaS/CCaaS/UaaS/IPPBX CMS E-commerce development

Mobile: 9250133466 | Email: pankaj.weby@gmail.com | Location: Delhi

Professional Summary

Experienced and results-driven professional with expertise in mobile and web application development, e-commerce platforms, VOIP solutions (CPaaS/UCaaS), IP PBX systems, SMS services, SaaS applications, CMS platforms, Progressive Web Apps (PWAs), API development and integration, backend CMS dashboard development, and cloud server management and deployment.

With over a decade of experience in project management, I excel in utilizing industry-leading tools such as JIRA, Azure DevOps, ASANA, Redmine, Zoho Projects, ClickUp, and Monday.com to drive agile sprint planning, user story creation, and workflow management. Proficient in leveraging communication technologies, including Twilio, Plivo, Sinch, Asterisk, and FreeSwitch, to deliver innovative and scalable solutions tailored to business needs.

Key Strengths:

- **Expert in Requirements Management:** Skilled in gathering functional and nonfunctional requirements, documenting them effectively, and facilitating stakeholder meetings to ensure alignment and clarity.
- **Comprehensive Project Documentation:** Proficient in creating detailed project proposals, plans, charters, Statements of Work (SOW), Work Breakdown Structures (WBS), RACI matrices, user stories, epics, risk logs, and other project-related documentation.
- **Technological Proficiency:** Extensive experience with web and mobile applications, E-Commerce platforms, APIs (REST/GraphQL), IVR systems, CPaaS/CCaaS/UCaaS/IP PBX, headless architecture, and Progressive Web App (PWA) technologies.
- **Diverse Technical Skill Set:** Hands-on expertise with technologies and frameworks such as Java, Spring Boot, C#, PHP (Laravel, CodeIgniter, custom MVC, Symfony, Magento), Node.js, React, Angular.js, Next.js, React Native, Ionic, Python (Flask/Django), MySQL, PostgreSQL, Android SDK, AWS, Azure, Docker, Kubernetes, and VOIP solutions (Asterisk, FreeSwitch, FreePBX, Twilio, Plivo, Sinch, Commio, etc.).
- **Project Management Methodologies:** Skilled in Agile (Scrum) and Waterfall methodologies, consistently delivering scalable, high-quality solutions on schedule.
- **Strong Leadership and Communication:** Adept at managing meeting minutes, daily standups, sprint retrospectives, demo meetings, mentoring Scrum team members, and maintaining effective email communication.

Committed to solving business challenges with tailored technology solutions and delivering excellence in project execution.

Academic and Professional Milestones in Technology and Business

- Completed Master of Computer Application (MCA) from IGNOU.
- Attained an MBA in System and Marketing from SMU.
- Earned an MSc in Mathematics from DSB Campus Nainital.
- Achieved a B.Sc in Mathematics with specializations in Statistics from DSB Campus Nainital.
- Certificate in Project Management for Managers from NPTEL.
- Certificate in Digital Forensics from SWAYAM.
- Received a Google Project Management certificate.
- Recognized as a Google Certified Data Analyst.
- Completed Udeemy courses in R language and Machine Learning.
- Udeemy Course for TensorFlow/Python

Professional Experience:

Gventure Technology | Project Manager | Aug 2023 To Jun 2024

I am an experienced Project Manager with a proven track record of successfully delivering a wide range of projects, leveraging cloud infrastructure to support various business and communication needs. My expertise lies in leading cross-functional teams, ensuring on-time project delivery, and managing complex technical solutions. I have hands-on experience in the following key Projects:

Roshan Telecom: Roshan is a leading telecom operator offering services across multiple countries, and we have developed both IVR and CPaaS solutions to support their operations.

UCaaS (Clouducaas.com) : This solution offers complete enterprise-level communication management in one place, seamlessly handling a variety of communication channels. From IVR management and dialers to agent management, email broadcasting, fax broadcasting, SMS broadcasting, campaign registration, and social media channels (Facebook, LinkedIn, Instagram, Twitter, etc.), it

Covers all your needs. Additionally, it includes a CMS for your website and e-commerce integration, all managed through a single authentication via an AAA server.

Below, I've outlined the key sub-services provided by this UCaaS software.

1. **Authentication, User, and Balance Management Systems**

Designed and implemented secure authentication methods, ensuring user account safety and efficient management of permissions and balance information across platforms.

2. **Fax Broadcasting System**

Developed a scalable fax broadcasting platform with scheduling, reporting, and status tracking capabilities, streamlining bulk fax distribution to multiple recipients.

3. **Email Broadcasting Solution**

Led the development of a bulk email distribution platform, featuring email template management, real-time tracking (opens and clicks), and subscription list handling to optimize communication strategies.

4. **E-commerce Development**

Managed the creation of a robust e-commerce platform that included a comprehensive product catalog, shopping cart, and secure payment processing, facilitating seamless online transactions.

5. **Content Management System (CMS)**

Spearheaded the development of a flexible CMS for managing website content, enabling users to create, edit, and publish content while managing user roles and permissions for enhanced operational efficiency.

6. **Automated Dialer System**

Developed an automated dialing solution for making outbound calls, featuring call routing, recording, and performance tracking to improve the efficiency of communication processes.

7. **Agent Management Platform**

Delivered an agent management system that provided advanced tools for task assignment, performance monitoring, and training support, enhancing productivity and oversight of customer service teams.

8. **Interactive Voice Response (IVR) System**

Created a fully integrated IVR system for handling inbound calls, offering automated responses, advanced call routing, and seamless integration with other enterprise systems.

9. **Social Media Broadcasting System**

Built a social media broadcasting tool that enables efficient scheduling of posts, managing multiple accounts, and analyzing engagement metrics to boost social media presence.

10. **SMS Broadcasting System**

Implemented a large-scale bulk SMS solution for mobile messaging, with contact management and delivery tracking, supporting targeted communication campaigns.

11. **CMS Development**

Developed a versatile content management system (CMS) specifically for website content, incorporating features for content creation, editing, publishing, and robust user role and permission management.

These projects reflect my ability to manage end-to-end development of enterprise-level communication and business platforms, ensuring quality and timely delivery while meeting business objectives.

Phonon Communication | Project Manager | Dec 2022 To Feb 2024

As a seasoned Project Manager at Phonon, I've led numerous successful projects focusing on cutting-edge features like Robo Outbound Dialer, IVR systems, Voice Bots, Chatbots, and SMS notification systems. Our primary clientele includes major players in the airlines and BFSI sectors.

To ensure unparalleled performance, we've expanded our infrastructure to handle up to a million simultaneous calls. Our solution supports a wide range of communication channels and seamlessly integrates with popular CRM platforms such as Salesforce, ZOHO, and Talisma, providing clients with a unified and efficient communication experience.

One of our notable projects is Central.phonon.io, an UCaaS solution tailored for the banking and airline sectors in the Indian market. This project utilizes Angular Dashboard, SpringBoot for API and AGI, MySQL, Python, and Metabase for Reports, showcasing our expertise in integrating cutting-edge technologies to deliver exceptional solutions.

Techouts Solution Pvt Ltd Project Manager Nov 2021 to Sep 2022

I bring extensive experience and a proven track record in project management at Techouts, where I've played a pivotal role in ensuring the successful execution of our projects. My expertise encompasses a wide array of tools and methodologies, enabling me to contribute effectively in various project facets, including:

Project Documentation and Planning: I have significantly contributed to the creation of key project documents such as the Project Charter, Project Planning, and RACI documents, ensuring project clarity and success.

Agile Methodology: I am well-versed in Agile Scrum practices, including Sprint Planning, Story Points estimation, Daily Stand-ups, and Retrospective Meetings, which have been instrumental in our efficient project management.

Stakeholder Management: My proactive approach to stakeholder management has facilitated seamless communication and addressing stakeholder needs throughout the project lifecycle.

Jira and Azure DevOps (ADO): I have effectively utilized Jira for task and issue tracking, along with Azure DevOps for cohesive project oversight, ensuring structured organization of tasks, epics, and sprints for enhanced collaboration and delivery.

Technology Stack: Our projects have embraced a versatile technology stack. For instance, in Project Halidram's Web Back-End GraphQL API and Mobile App Development, we utilized technologies like Magento2, GraphQL, React Native, RazorPay, and custom extensions, ensuring seamless integration with Unicommerce (OMS), Navision, and SAP systems for a harmonious user experience.

Cross-Platform Solutions: I have focused on developing cross-platform solutions for various devices such as iPhones, Android devices, and browsers, ensuring a consistent and seamless user experience across different platforms.

Digital Transformation at Haldirams: My involvement in the digital transformation at Haldirams has been pivotal, involving the infusion of cutting-edge technology into the quick service restaurant (QSR) sector, digitizing front and back office operations, elevating customer experiences, and unlocking e-commerce capabilities.

Hyper-Local E-Commerce: A significant endeavor has been the creation of a hyper-local e-commerce journey tailored for the NCR region within Haldiram's web and mobile realms, involving seamless integration with existing systems such as SAP, Navision, and Unicommerce to bolster operational efficiency.

Architecture and Technology Selection: My role extends to pivotal phases like the discovery process, architecture deliberations, technology component selection, and adept management of dependencies and potential risks.

Platform Expertise: I am proficient in a comprehensive technology toolkit spanning AzureADO, Azure DevOps, Magento2, GraphQL, Unicommerce (OMS), Navision, SAP (PIM functionality), Kubernetes, React Native, and MySQL.

In summary, my role at Techouts is characterized by deft project management, astute technical decision-making, and effective stakeholder engagement, all underpinned by the strategic utilization of an assorted array of tools and platforms to achieve successful outcomes across innovative projects.

Gventure Technology | Project Manager | Sep 2019 To Oc 2021

I bring a wealth of experience in project management and technical development at Gventure, with a focus on creating robust digital solutions and managing diverse projects. My key responsibilities have included creating project charters, proposals, statements of work, agreements, project plans, work breakdown structures (WBS), sprint planning, task allocation, and issue tracking using platforms like Github, Gitlab, and Bitbucket. I am proficient in using project management tools such as Redmine, Asana, Trello, and Monday, and have a strong background in technical documentation practices.

My expertise extends to crafting various digital solutions, including web-based multi-tenant admin dashboards, mobile applications and APIs, progressive web applications (PWAs), contact-center systems, and search engine optimization (SEO) enhancements. I have worked extensively in domains such as Insurance marketing, lead management solutions, CPAAS (Communications Platform as a Service), and broadcasting systems encompassing SMS, FAX, Voicemail, and RingLess Voicemail Drop, among others.

Two standout projects that highlight my capabilities are:

Ninjadialer and VirtualMentor: I led the development of a sophisticated contact center, CRM, and lead management solution tailored for the insurance sector. This multi-tenant platform featured insurance-specific Robo dialers, health Robo dialers, and recruitment dialers, streamlining contact management, appointments, scheduling, agent management, recruitment, underwriting, and policy plan documentation. Technologies used included FreeSWITCH, Asterisk, Opensips, Angular, Node.js, and MySQL, with Agile Scrum methodology guiding the implementation.

Nexcon: I oversaw the development of a contact center and CRM solution tailored for the real estate industry, incorporating VoIP broadcasting, IVR, campaign setup, DID management, and DNC management. This solution catered to real estate agents, featuring

bulk lead uploads, lead management, and FreeSWITCH server integration. Technologies used included FreeSWITCH, Angular, MySQL, and CodeIgniter, with Agile Scrum methodology guiding the development process.

Additional achievements include developing a comprehensive CPaaS system for multiple white-label clients, managing custom billing solutions centered on the VOX server using Laravel, overseeing a Multi-Tenant PBX solution, and constructing web directory systems and PWAs like "Hotprospect.us" and "GYST," each catering to distinct business needs.

I am proficient in a wide range of technologies and platforms, including Monday.com, Google Cloud Platform, GCP DevOps, Rest API, CodeIgniter, PHP, Angular.js, Node.js, Twilio, Sinch, Telnyx, RingCentral, ReactNative, MySQL, Azure DevOps, GraphQL, Kubernetes, MongoDB, and more. My broad technological proficiency has enabled me to execute these projects with precision and innovation.

WaterOPS | Project Manager | May 2018 to Aug 2019

This innovative cloud-based service revolutionizes water sampling operations and monitoring management for a staggering count of 150,000 operators responsible for safeguarding the nation's water supply. Founded under the acronym O-P-S, the venture is driven by a commitment to furnish comprehensive, turn-key, cloud-based solutions tailored for environmental monitoring management. These solutions prove indispensable for regulatory agencies tasked with scrutinizing samples to meet stringent mandates. These agencies frequently grapple with resource limitations, impeding their ability to navigate the intricate compliance landscape shaped by both EPA regulations and state policies. The outcome of these challenges has translated into thousands of violations annually, amounting to substantial financial penalties totaling \$112 million.

The core objective of this project is to provide robust solutions that underpin the management of public infrastructure systems encompassing water, waste, air, and land quality. By doing so, the national safety paradigm is elevated to a new standard. For comprehensive details, please visit the official website: o-p-s.net.

Throughout the project's lifecycle, an agile Scrum methodology was meticulously adhered to, facilitating the phased implementation of initiatives through distinct sprints. The management of these endeavors was efficiently coordinated through platforms such as Basecamp, Trello, and GitHub. The technological landscape driving WaterOPS is characterized by Vue.js and Node.js, which together deliver dynamic user experiences. The foundation of the system relies on Rest API for seamless connectivity, and PostgreSQL for robust data management. Hosting is managed on the Cloud Server through Azure DevOps, optimizing operational efficiency. The overall development process is supported by DevOps practices, ensuring smooth integration and deployment. Git is the version control system of choice, enabling efficient collaboration. Project components are organized into Sprints, Epics, and Tasks for structured progress tracking. The orchestration of containerized applications is streamlined using Kubernetes, enhancing scalability and manageability.

In essence, WaterOPS stands as a pioneering solution poised to reshape water quality management nationwide. Its technological prowess and strategic implementation embody a concerted effort to address critical regulatory challenges, elevate national safety, and foster a sustainable water supply for generations to come.

Leadingdots Solutions Pvt Ltd | Project Manager | Sep 2015 to May 2018

During my tenure at LeadingDots as a Project Manager, I've excelled in a wide range of responsibilities crucial to project success. I've spearheaded project initiation, crafting meticulous project charters, proposals, statements of work (SOW), agreements, project plans, and work breakdown structures (WBS). Additionally, I've played a pivotal role in sprint planning, effectively delegating tasks among developers, and addressing issues and bugs via platforms like Github, Gitlab, and Bitbucket. My adeptness with project management tools such as Asana, Trello, and team collaboration software has significantly contributed to our project successes, complemented by my dedication to comprehensive technical documentation.

My expertise extends across various technological domains, including Laravel, CodeIgniter, Node.js, Vue.js, React.js, Ionic, React Native, and WordPress. I've successfully overseen the development of web-based applications and hybrid applications, showcasing a versatile skill set that ensures project success.

Some of the noteworthy projects I've managed include:

ISL Management Service: A cloud-based system designed to assist companies in managing their houses, consumers, and staff. Leveraging **Laravel** for the backend and **ReactNative** for the mobile app, this solution ensures seamless access and data entry for staff. Key features include quick logins, streamlined house selection, and consumer information tracking, alongside a super admin component for company management.

Gochurchitup.com: This initiative focuses on a **ReactNative** mobileApp that connects to a server to fetch church event information. Events are categorized, and churches can input their details via a website. The app's functionalities are structured around user location and preferences, with a super admin setting event costs and radius criteria for notifications.

Becketts Farm: A native Android and iPhone app, this project involves a SpringBoot-based API and backend admin dashboard. The app is tailored for restaurant management, featuring asset management, menu updates, and content administration. The backend is powered by SpringBoot, while the app is developed using Java Android SDK and ObjectiveC.

cx-survey.com and ooberlawn.com: These projects involve a Laravel-based backend and API, coupled with a hybrid mobile app for Android and iPhone developed using Ionic. The apps cater to specific needs, showcasing my ability to adapt to various project requirements and technologies.

In addition to these projects, I've contributed to several other ventures, including numnu.com, bustiket.com, bellinity.com, invio presenze.it, business-expert.github.io/smart-docs-testing (a Jekyll-based Wiki), western-printer.co.uk (a WordPress-based project), casebuildr.com, and find-an-attorney.casebuildr.com (directory listings of lawyers).

My experiences underscore my proficiency in managing multifaceted projects across different technological domains. I am confident that my skills and dedication will be invaluable to any project or team I am a part of.

Arxmind Consulting Service | Project Manager | May 2012 to Aug 2015

During my tenure at ArxMind as a Project Manager, I've been entrusted with a spectrum of project responsibilities, including budget management, risk assessment, dependency tracking, change control, and overseeing end-to-end project execution. I've played a pivotal role in creating project charters, proposal documents, statements of work (SOW), non-disclosure agreements (NDAs), project plans, work breakdown structures (WBS), sprint plans, and task allocation among development teams.

My leadership has been instrumental in directing projects in diverse technologies, including PHP, Ruby on Rails, ASP.NET MVC, SharePoint, and Classic ASP. Some notable projects under my management include:

Aiclub.com.hk: Orchestrated the development of a custom PHP MVC-based platform housing multiple role-oriented systems for user and task management.

Dragonusaonline: Undertook a comprehensive overhaul of this project, transitioning it from a Classic ASP-based website to a robust ASP.NET, C#, HTML5/CSS3, and SQL architecture, resulting in enhanced server performance.

Panda Dental Software: Managed the development of various modules for this dental software, leveraging ASP.NET, C#, and SQL Server technologies.

TTWA.it: Successfully coordinated the creation of a travel booking system for hotels, coupled with a police verification component.

Hotel Delivery Management System: Oversaw the design and implementation of a system facilitating hotel food delivery, encompassing order tracking capabilities.

Swimsweats.com: Led the development of this Prestashop-based e-commerce platform, crafting its frontend and tailoring functionalities to align with diverse product variations and designs.

Crocrm.info: Directed the creation of a comprehensive CRM system tailored to insurance companies, utilizing ASP.NET, SQL Server, and C#. The system catered to handling new leads and included an account management component.

Lettermail: Managed the conception and execution of a sophisticated mail management system, enabling the delivery of physical mail to users' residences, with complete backend administration and user dashboard management.

Throughout these projects, I've shouldered multifaceted responsibilities, ensuring successful outcomes across a range of industries and technological domains. My dedication to project excellence and adeptness in team coordination make me a valuable asset to any project or team I'm a part of.

Ongraph Technologies | Business developer Lead | April 2010 to April 2012

During my tenure at OnGraph Technologies, I've spearheaded various technical initiatives, including Android and iPhone app development, PHP-based solutions, .NET-based projects, and Ruby on Rails-based development. My role has been focused on driving innovation and excellence across diverse technological landscapes.

Additionally, I've played a pivotal role in amplifying OnGraph's new business ventures by an impressive 400%. This achievement involved meticulous work on project proposal documentation, iteration planning, direct client communication, and effective project management.

Wildnet Technologies | Sr. BDE | Oct 2009 to Mar 2010

I pioneered a new avenue for business growth at Wildnet Technologies through freelancer portals like Elance and Upwork. I effectively managed projects covering PHP development, search engine optimization, social media marketing, and Pay-Per-Click (PPC) campaigns, driving impactful results for the company.

ONS Interactive Solutions | BDE | Jun 2009 to Oct 2009

At ONS Interactive, I spearheaded an innovative approach to business expansion through Odesk. I successfully managed four projects with a total project cost of \$5,000. These projects were focused on search engine optimization and PHP development, showcasing my ability to drive impactful results in diverse domains.

Swastik InfoTech | Project Manager | Nov 2007 to May 2009

I have a proven track record of successfully overseeing the entire project cycle, with a focus on project management and business development for website development in PHP, ASP.NET technology stacks, and the SEO domain within the international market.

My responsibilities included analyzing software functional requirements and SEO requirements, implementing effective strategies, executing search engine optimization techniques, optimizing web pages, and managing off-page optimization efforts.

Furthermore, I excelled in conducting comprehensive website requirement analysis, meticulously documenting findings, and designing wireframes using tools such as Excel sheets and Visio. I have a strong track record of overseeing projects from inception to fruition, ensuring flawless execution and meticulous milestone management.

Some notable projects under my management include Xlocal.co.uk, a website builder system, and Noidaview, a search engine for Noida with integrated business listings.

Regal Pvt. Lid. | Software engineer | Nov 2006 to Jul 2007

In my tenure in the software testing domain, I've honed my skills overseeing testing initiatives across VB, .NET, and J2EE technology stacks. My expertise spans a wide array of testing facets, including crafting meticulous manual test cases, conducting thorough web testing, executing precise database testing, implementing black box testing methodologies, and adeptly managing regression testing cycles.

Moreover, I bring proficiency in UI testing, ensuring seamless functionality through comprehensive functional testing, and leveraging USE cases to drive testing strategies. My experience extends to working with UML diagrams, ensuring that every aspect of software testing is meticulously planned and executed for optimal results.

Kribhco Ltd. | Project Trainee | Mar 2003 to Sep 2003

Project Name: Thrift & Credit Accounting System

SOFTWARE: Visual Basic 6.0 with MS- Access on Window 98, Reporting on Excel

DESCRIPTION: This project revolves around the creation, design, and execution of an Accounting System tailored for Thrift & Credit Societies. The system is designed to generate a range of reports, including General Ledger, Personnel Ledger, Summary Report Balance Sheet, and more. It features the capability to add and modify data within the database. Additionally, the project enhances user-friendliness and utility through diverse inquiry options and report functionalities.