Pankaj Kumar Joshi

IT Project Manager (18+ Years of Experience)
Mobile & Web App | VOIP | SaaS | Blockchain | CPaaS/CCaaS/UCaaS
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Professional Summary

Experienced IT Project Manager with over 18 years of expertise in delivering end-to-end solutions in mobile and web development, VOIP technologies, SaaS applications, and e-commerce platforms. Proficient in managing cross-functional teams, leveraging agile methodologies, and utilizing tools like JIRA, Azure DevOps, and Monday.com for seamless project execution. Adept at aligning technology solutions with business goals to drive innovation and growth.

Core Competencies

- **Project Management Tools:** JIRA, Azure DevOps and Projects, ASANA, Redmine, Zoho Projects, ClickUp, Monday.com.
- **Technologies & Frameworks:** Java, Spring Boot, Node.js, React, Angular, Python, PHP (Laravel, Symfony), MySQL, PostgreSQL, AWS, Docker, Kubernetes, R $ Rstudio, Git/SVN
- **Communication Platforms:** Twilio, Plivo, Sinch,.Commio,
- **OpenSource:** Magento, cakePHP. YII, Joomla, Drupal, WordPress, FLask, Django Etc
- **Methodologies:** Agile (Scrum), Waterfall.
- **Documentation Expertise:** SOWs, RACI matrices, WBS, user stories, risk logs.
- **Cloud & Deployment:** AWS(S3, EC2, RDS, IAM), Azure DevOps, GCP.
- **OpenSource OS , Telephony Server and Softwares :** Linux CenOS, Ubuntu, Kali, Apache, Nginx, Asterisk, FreeSwitch, FreePBX, FusionPBX, Vicidial. Kannel
- **Digital Forensic Tools:** Metasploit, SQLMap, Nmap, WireShark, Win PCTool, Maltego, hydra, autopsy, john the ripper, Hashcat and Aircrack-ng and burp suite

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Professional Experience

Gventure Technology | Project Manager

Aug 2023 - June 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.

Phonon Communication | Project Manager

Dec 2022 - Feb 2023

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 - Sep 2022

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.

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.

Gventure Technology | Project Manager

Sep 2019 - Oct 2021

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.

WaterOPS | Project Manager

May 2018 - Aug 2019

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.

LeadingDots Solution Pvt Ltd | Project Manager

Sep 2015 - May 2018

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, inviopresenze.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 Services Pvt Ltd | Project Manager

May 2012 - 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 Pvt Ltd | Business Developer(Lead)

April 2010 - 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 Pvt Ltd | Sr. BDE

Oct 2009 - 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 Pvt Ltd | Sr. BDE

June 2009 - Oct 2009

At ONS Interactive, I spearheaded an innovative approach to business expansion through Odesk/Elance. I successfully managed many projects. These projects were focused on search engine marketing and PHP development, showcasing my ability to drive impactful results in diverse domains.

Swastik Infotech | Project Manager

Nov 2007 - 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 Technology Pvt Ltd | Software Engineer

Nov 2006 - July 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 - 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.

Education

- MCA(Computer Application) from IGNOU.
- MBA(System/Marketing) from SMU.
- MSc (Mathematics) from DSB Campus Nainital.
- B.Sc (Statistics/Mathematics) from DSB Campus Nainital.

Certifications

- Project Management for Managers Certificate from NPTEL.
- Digital Forensics Certificate from SWAYAM.
- Google Project Management certificate from Google
- Data Analyst certificate from Google
- R language and Machine Learning certificate from Udemy
- TensorFlow/Python from Udemy