REEMA ROY

Technical Project Manager | SaaS & Platform Delivery | Agile | Cloud

Hyderabad, India | Open to Relocation (India & Global)
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SUMMARY

Strategic Technical Project Manager with 5+ years of experience delivering large-scale SaaS platforms, CMS ecosystems, and enterprise digital transformation programs across India, USA, UK, Singapore, Canada, and APAC markets. Successfully delivered 150+ software initiatives while managing cross-functional teams up to 35 members and driving measurable improvements in cost, efficiency, and delivery velocity.

Tech Stack: AWS, Jira, Confluence, Salesforce, WordPress, Shopify, Freshdesk, Cloudflare, Asana, Trello, Zoho

CORE COMPETENCIES

- Technical Project & Program Management
- Agile / Scrum / SDLC Execution
- SaaS & CMS Platform Delivery
- AWS Cloud & API Integrations
- Release Management & Roadmapping
- Risk & Dependency Management (RAID)
- Budget & Resource Planning
- Cross-Functional Team Leadership
- Stakeholder & Executive Communication
- Process Automation & Operational Optimization
- **Tools:** Jira, Confluence, AWS, Salesforce, Freshdesk, Cloudflare, Asana, Trello, Zoho, WordPress, Shopify

EXPERIENCE

Technical Project Manager – Enfec Solutions Pvt Ltd
Nov 2025 – Present | Hyderabad, India

- Leading end-to-end SaaS LMS delivery for live instructor-led learning programs
- Recovered a 1.5-year delayed product and established structured governance within 60 days
- Managing 25-member cross-functional team across UX/UI, Backend, QA, and Content
- Delivered Admin & Student dashboards within 2 months, enabling go-live readiness
- Implemented Agile ceremonies including Sprint Planning, Reviews, Retrospectives
- Accountable for risk management, stakeholder alignment, and execution oversight

Senior Manager – BlinkCMS (Previously Hocalwire)

Jun 2025 – Oct 2025 | Noida, India

- Streamlined B2B SaaS CMS operations across 5 departments
- Reduced resolution turnaround time by 25%
- Improved client engagement by 15% via workflow optimization
- Delivered scalable CMS features for global enterprise clients

Senior Manager – Technical Support, Hocalwire Labs Pvt Ltd

Apr 2020 – May 2025 | Noida, India

- Led 40-member cross-functional team delivering enterprise CMS implementations
- Managed 150+ enterprise onboarding projects under Google News Initiative
- Automated workflows reducing manual effort by 70% (100+ hours/month saved)
- Reduced cost overruns by 20% through structured tracking and forecasting
- Introduced accessibility features using Amazon Polly & Google Console

Earlier Roles:

Project Delivery Executive – Emotion Digital

Oct 2019 – Mar 2020 | Noida, India

- Improved seller onboarding workflows by 30%
- Delivered ERP & eCommerce backend training

Project Lead – Suntec Web Services Pvt Ltd

Apr 2018 – Oct 2019 | Noida, India

- Reduced CRM response time by 60% for UK clients
- Designed operational dashboards for data-driven decisions

SELECTED PROJECT HIGHLIGHTS

- Delivered 150+ SaaS & CMS implementation projects across global markets
- Led Deccan Chronicle Digital transformation initiative
- Architected quoting & payment workflows for BizzNist platform
- Improved editorial publishing cycle by 35% for MMR Real Estate CMS

EDUCATION & CERTIFICATION

- Career Essentials in Project Management | Microsoft and LinkedIn | 2025
- Project Management Skills for Leaders | LinkedIn | 2025
- Master's in Public Administration (MPA), IGNOU | 2017 – 2019
- Bachelor of Arts, University of Delhi | 2014 – 2017