ASHWIN KUMAR CHARI

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IT Project Manager | Agile Delivery Manager | Technical Business Analyst

Experienced, client-focused IT Project Manager with 15+ years in the IT domain and 11+ years in Project Management, including roles as Agile Delivery Manager and Technical Business Analyst. Proven expertise in managing cross-functional global teams, PMO processes, and project governance. Known for leading projects across e-commerce, healthcare, SaaS, and enterprise platforms using Agile, Scrum, and Waterfall frameworks

EXPERIENCE

JULY 2025-CURRENT

PROJECT MANAGER | CHAITANYA GLOBAL HOLDINGS

⚲ REMOTE

- Spearheading product sales operations across Gujarat (West Region) for a startup initiative.
- Managing a remote team of 3 to drive vendor engagement and product distribution.
- Operating on a commission-based model, ensuring revenue generation through strategic sales execution.
- Collaborating with development teams to enhance product features based on market feedback.
- Providing actionable insights to improve product-market fit and vendor satisfaction.

JUNE 2022 – APRIL 2025

PROJECT MANAGER | BRANDCROCK INDIA PVT LTD

⚲ CHENNAI

- Directed delivery of 20+ E-commerce, CRM, and custom web application projects using Agile methodologies, ensuring timely and budget-conscious execution.
- Led cross-functional teams of 25+ across Germany, UK, USA, and India, managing stakeholder communication, scope changes, and conflict resolution to maintain project momentum.
- Oversaw end-to-end project documentation including RFPs, SOWs, charters, and risk registers for enterprise-scale initiatives.
- Facilitated Agile ceremonies—daily stand-ups, sprint planning, reviews, retrospectives, and backlog grooming—to drive team alignment and delivery cadence.
- Implemented robust QA processes using Jira and Zoho Projects, managing test planning, execution, and defect tracking across multiple platforms.
- Mentored junior project managers and team leads while working hands-on with tech stacks like Magento, WordPress, Shopware, Laravel, PHP, and MySQL.

APRIL 2020– MAY 2022

PROJECT MANAGER | PRANION TECHNOLOGY VENTURES PVT LTD

⚲ CHENNAI

- ➢ Led development and enhancements for Star Health's Claims Management System.
- ➢ Coordinated with stakeholders including doctors, BAs, and QA teams.
- ➢ Defined workflows for policies like Corona Kavach, Corona Raksha, Senior Citizen Red Carpet, and Women's Care.
- ➢ Created detailed documentation and ensured compliance with client expectations.
- ➢ Mentored junior PMs and established performance metrics for the project team.

MARCH 2019 – MARCH 2020

PROJECT MANAGER | IDEA PLUNGE LLP

⚲ CHENNAI

- ➢ Directed Managed global clients across Germany, UK, and India on custom web platforms.
- ➢ Supervised a team of 15+ engineers, driving sprint-based Agile deliveries.
- ➢ Engaged in stakeholder calls, client demos, and estimation discussions.
- ➢ Delivered e-commerce and CRM platforms, including Magento and Laravel/Symfony.

MAY 2017– FEBRUARY 2019

PROJECT MANAGER | NDOT TECHNOLOGIES

⚲ COIMBATORE

- ➢ Led end-to-end implementation and support for Taximobility, a SaaS-based taxi app solution, ensuring seamless client onboarding and system stability.
- ➢ Managed on-site deployment and training in Japan over a 3-month engagement, driving successful client adoption.
- ➢ Oversaw SLA compliance for 15+ active support clients, maintaining high service quality and uptime.
- ➢ Directed both SaaS development and customer support teams, balancing feature delivery with real-time client issue resolution.

FEBRUARY 2015 – MAY 2017

PROJECT MANAGER | VEGAMSOFT SOLUTIONS

⚲ COIMBATORE

- ➢ Led cross-functional teams of 25+ across Germany, UK, USA, and India, managing stakeholder communication, scope changes, and conflict resolution to maintain project momentum.
- ➢ Oversaw end-to-end project documentation including RFPs, SOWs, charters, and risk registers for enterprise-scale initiatives.
- ➢ Led a cross-functional team of 25+ members across UK, Nigeria, and India, driving successful delivery of diverse client projects.
- ➢ Spearheaded banking initiatives for community banks and Workforce Group, ensuring compliance and tailored solutions.

JUNE 2013-DECEMBER 2014

SOFTWARE DEVELOPER | INK REFUGE LLP

📍 CHENNAI

- ➢ Engineered and maintained Magento 1.x e-commerce platforms for US-based retail clients, ensuring performance, scalability, and reliability.
- ➢ Collaborated with UI/UX designers and QA teams to streamline release cycles and deliver polished, user-friendly interfaces.
- ➢ Executed GIT version control, backend module customization, and admin panel enhancements to support evolving business needs.

FEBRUARY 2012 – DECEMBER 2012

SOFTWARE DEVELOPER | OLAHVIQ SOFTWARE SOLUTIONS

📍 CHENNAI

- ➢ Delivered tailored Magento storefronts and CRM applications, aligning technical solutions with client business goals.
- ➢ Maintained consistent communication with US-based clients, providing timely updates and ensuring transparency throughout project lifecycles.

SEPTEMBER 2010-FEBRUARY 2012

SOFTWARE DEVELOPER | IPOWER SOLUTIONS INDIA LTD

📍 CHENNAI

- ➢ Built robust E-commerce and CRM applications leveraging PHP and MySQL, ensuring scalable and secure backend architecture.
- ➢ Developed deep expertise in Magento 1.x and various open-source CMS platforms, enabling flexible customization and efficient content management.

EDUCATION

JUNE 2007 – MAY 2010

Master of computer application, Asan memorial college, University of Madras

JUNE 2004 – MAY 2007

Bachelor of Computer Science, Prince Shri Ventakeshwara Arts and Science college, University of Madras

CERTIFICATIONS

APRIL 2010

LAMP Stack certificate, Nace Technology

CORE COMPETENCIES

- **Agile Delivery & Scrum**: Sprint Planning, Daily Stand-ups, Retrospectives, Risk & Issue Management

- **Project Leadership**: Governance, PMO Implementation, End-to-End SDLC, Stakeholder Engagement

- **Planning & Documentation**: Technical Requirement Analysis, Project Planning, SOW/RFP Creation, Sign-off Protocols

- **Resource & Budget Management**: Allocation, Forecasting, Change Management, QA Coordination

- **Client Engagement**: Global Communication (USA, UK, Germany, India), Transition Management, Client Coordination

- **Team Leadership**: Conflict Resolution, Remote Team Management, Mentorship, Performance Optimization

TECHNICAL EXPERTISE

- **Languages**: PHP, HTML, CSS, JavaScript
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- **Frameworks & CMS**: Magento 1.x/2.x, WordPress, WooCommerce, Shopware 5/6, Laravel, MEAN Stack (MongoDB, Express, Angular, Node.js)

- **Databases**: MySQL, MariaDB, MongoDB

- **Tools & Utilities**: Jira, Zoho Projects, Basecamp, ProofHub, Git, SSH, FTP

- **Operating Systems**: Linux, Windows

- **Additional Skills**: Server Migration, Agile Tools (Jira, Zoho), Technical Documentation, Admin Panel Customization

KEY PROJECTS

- **Alpha Industry**: Enterprise-scale product catalogue with integrated B2B order flow

- **Nobananas**: Fashion-focused e-commerce store built on Magento

- **Recordcase**: Music accessories store powered by Shopware 6

- **Animae Coffee** – Coorg: Tailored e-commerce solution with custom order flows

- **Hyundai Autoever**: Enterprise intranet dashboard with role-based access control

- **Pr Helden**: WordPress-based website for a content marketing agency

- **BrandPOS**: Custom-built POS and CRM hybrid application using Laravel

AWARDS & RECOGNITION

- Best Developer – 2011

- Best Client Manager – 2016

- Best Support Head – 2017

- Best Project Manager – 2018, 2023, 2024

ADDITIONAL INFORMATION

- **Current CTC:** ₹12 LPA

- **Expected CTC:** ₹15–17 LPA

- **Notice Period:** Immediate

- **Preferred Location:** Open to relocation across India or abroad

- **Blog Link:** https://ashwinkumarchari.com/

- **LinkedIn Link:** https://www.linkedin.com/in/ashwin-kumar-chari-69032a4a/