

# Amandeep Singh

## OPERATIONS MANAGER / PROJECT MANAGER

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### PROFESSIONAL SUMMARY

Operations and Project Management professional with 2+ years of experience in operations execution, program delivery, process optimization, stakeholder management, and cross-functional coordination within fintech and technology environments. Strong technical exposure to APIs, backend workflows, system integrations, data validation, QA processes, and UI/UX collaboration. Proven expertise in delivery governance, risk management, KPI tracking, and continuous improvement.

### PROFESSIONAL EXPERIENCE

#### Operations Manager / Project Manager – KindTech | Oct 2023 – Present

- Lead end-to-end operations and project delivery ensuring scope, timeline, quality, and compliance.
- Drive Agile execution including sprint planning, backlog grooming, roadmap alignment, and release management.
- Coordinate cross-functional teams including engineering, QA, UI/UX, and business stakeholders.
- Manage delivery KPIs, SLAs, risks, dependencies, and mitigation plans.
- Improve operational processes, reporting standards, and execution efficiency.
- Own functional, technical, and UX documentation including BRDs, FRDs, user stories, risk registers, and release notes.

### KEY PROJECTS

#### Fintech Commercial Broker Application

- Delivered end-to-end workflows for business loans, personal loans, and home loans.
- Technically handled API integrations, backend validations, business rules, and third-party services (KYC, credit bureau, eligibility engines).
- Defined API requirements, validated request/response payloads, and reviewed error handling.
- Supported QA via API testing, regression testing, SQL queries, and data reconciliation.
- Collaborated with UI/UX teams on onboarding, eligibility checks, tracking, and approval journeys.
- Ensured compliance, scalability, and operational readiness.

#### Carpooling & Shared-Economy Platform

- Managed operations for multi-service platform including carpooling, rentals, room-sharing.
- Handled service workflows, dependencies, and cross-team coordination.

#### Travel & Ticketing Management System

- Led planning and execution for bus, train, and flight booking workflows.
- Optimized UI flows, filters, and itinerary management with design teams.

### EDUCATION

B.Tech – Computer Science & Technology  
Guru Gobind Singh Indraprastha University | 2019 – 2023

### SKILLS

**Operations & Project Management:** Operations Execution, Agile (Scrum, Kanban), Sprint Planning, Backlog Management, Delivery Governance, Risk Management, Stakeholder Management, Process Improvement, KPI Tracking

**Technical & Fintech:** API Workflows, System Integrations, Backend Validations, SQL Queries, Manual Testing, Regression Testing

**UI/UX Collaboration:** User Journeys, UX Flow Reviews, Wireframes & Prototypes, Usability Feedback, Design-to-Dev Handoffs

**Tools:** JIRA, Azure DevOps, Confluence, MS Project, Trello, Notion, Figma, Miro, Postman