Kritika Verma

Program Manager

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PROFILE

Program Manager with 3+ years of experience driving end-to-end delivery of ERP and API integration projects in fast-paced, client-facing environments. Proven track record coordinating cross-functional teams, defining project scope, and ensuring on-time, on-budget execution. Adept at stakeholder management, process optimization, and aligning technical solutions to business objectives.

CORE COMPETENCIES

Project & Program Planning | Requirement Gathering & Analysis | Stakeholder Management | Cross-Functional Team Leadership | Risk & Issue Resolution | Agile & SDLC Methodologies | Performance Tracking & Reporting | Client Communication & Relationship Management | Process Improvement & Automation | API Integration Oversight

TOOLS & TECHNOLOGIES

Odoo, Python, REST APIs, MySQL/PostgreSQL, Docker, AWS, JIRA, Confluence, Git, Linux, Windows

PROFESSIONAL EXPERIENCE

Program Coordinator, *Binary Semantics*   2024 – Present
Coordinates ERP implementation programs from initiation through delivery, collaborating with development, QA, and operations teams to define requirements, manage timelines, and resolve risks. Facilitates client workshops for organizations like GIR Movers and VACO, oversees API integration projects such as the Balkan Energy Bridge Connector to streamline data flows, and delivers concise status updates to executive stakeholders.

Program Coordinator, *WEBKUL*   2022 – 2024
Led the full lifecycle of Odoo-based ERP module development, managing a team of developers and QA engineers through Agile sprints. Collaborated with Airtel's internal teams to translate business needs into user stories and acceptance criteria, implemented CI/CD pipelines to accelerate releases, and ensured smooth change management and training for end-users.

Associate Software Engineer, *Redian Software*   2021 – 2022
Focused on client engagement and support by gathering requirements and tracking issues to achieve a 95% ticket resolution rate. Organized regular demos and retrospectives to collect stakeholder feedback, managed third-party module integrations, and refined testing cycles to improve deployment accuracy.

KEY PROJECTS & PROGRAM HIGHLIGHTS

- Worked on the FASTag ERP rollout for Airtel, helping teams manage and track FASTag logistics more effectively across different regions.
- Managed the API integration project for Balkan Energy to connect their system with Odoo, reducing manual errors and improving data flow.

- Contributed to the development of an HR tool for bulk leave allocation, making the leave process smoother and faster for HR teams.

EDUCATION

Master of Computer Applications, *Glocal University*   2021 – 2023

Bachelor of Computer Applications, *Singhania University*   2018 – 2021

KEY ACHIEVEMENTS

Developed and deployed ERP modules in Odoo for clients like Airtel and Balkan Energy suppliers.

Created API integrations, including bridge connectors for seamless data synchronization.

Built the Bulk Leave Allocation module to streamline HR operations.

Delivered cross-platform solutions like the Bridge Multi-Image Extension for efficient integration.

Collaborated with clients for requirement analysis and successful project delivery.