


# Ketan Mishra

## Project Manager

Dynamic and results-oriented Project Manager with 4 years of extensive experience leading high-impact projects across government, finance, and global enterprises. Skilled in Agile methodologies, stakeholder management, and end-to-end SDLC execution, ensuring timely, cost-effective, and compliant project delivery. Currently overseeing 12+ concurrent projects for government entities such as National Career Services, SIDBI, National Book Trust of India, and UX4G, along with international clients including Prime Food Distributors (US) and Surviving and Thriving for Firefighters (US). Managing a cross-functional team of 25+ professionals and actively coordinating government procurement workflows, including activities on the GeM portal. Previously collaborated with Fortune 500 clients like McDonald's, Coca Cola Martech, and Denso, driving enterprise solution optimization at Capgemini as a Senior Product Analyst. Proficient in JIRA, Trello, Confluence, Figma, Basecamp, Mixpanel, SharePoint, and MS Project. Experienced in risk management, process optimization, GeM operations, and technical documentation (BRD, FRD, SRS). A proactive problem-solver with a proven ability to deliver results in fast-paced environments while driving innovation and continuous improvement.

### CONTACT

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### EXPERIENCE

## NETOYED

### Project Manager (Sept 2024 – Present)

#### Government Clients :- NCS, NBT, NIUA, GOV.IN, UX4G, SIDBI, JNARDDC (All Under Different Ministries)

Direct and oversee high-value projects across government and enterprise sectors, ensuring strategic alignment and regulatory compliance. Specializing in orchestrating cross-functional teams, optimizing processes, and driving Agile project excellence.

#### Highlights:

- Managing 12+ concurrent government and international projects, ensuring timely, cost-effective execution and regulatory compliance.
- Successfully delivered high-impact solutions for National Career Services (NCS), SIDBI, UX4G (under Digital India Corporation), National Book Trust (NBT), Gov.in App Store, and JNARDDC Recycling Division.
- Spearheading STQC (Standardization Testing and Quality Certification) compliance across departments to align with government standards.
- Leading a 25+ member cross-functional team, including developers, QA, UI/UX, DevOps, and finance professionals.
- Handling GeM-related activities including procurement coordination, bid management, and vendor updates in line with GeM guidelines.
- Maintaining GeM IDs, uploading POs, vendor data, approvals, and ensuring complete lifecycle management of procurement tasks.
- Acting as a liaison between internal teams and the GeM portal, assisting verticals with compliance, listings, and technical queries.
- Monitoring and participating in relevant tenders on GeM, ensuring timely response and documentation accuracy.
- Overseeing budgeting, resource allocation, risk management, and using tools like JIRA, Confluence, SharePoint, and MS Project for tracking.
- Driving Agile implementation and improving operational efficiency by 88% through workflow streamlining and proactive issue resolution.
- Preparing and submitting regular procurement reports, tracking milestones, and aligning purchases with policy frameworks.



### AREAS OF EXPERTISE

Agile & Hybrid Project Management  
End-to-End SDLC Execution  
Risk Management & Quality Assurance  
Technical Documentation (BRD, FRD, SRS)  
Stakeholder & Client Management  
Budgeting & Resource Optimization  
GeM Bid Process Handling  
Government & Enterprise Projects  
Product Lifecycle & Market Strategy  
Cross-Functional Team Leadership  
Vendor & Contract Management  
Data-Driven Decision Making  
JIRA, Trello, Confluence, Figma

### EDUCATION

Bachelor of Computer Applications  
CGPA : 8.4  
Galgotias University, Greater Noida, Uttar Pradesh

### AWARDS

RISING STAR PERFORMER  
AWARD

### PROFESSIONAL IMPACT

Successfully led high-impact government & enterprise projects  
Contributed to Agile transformations & process innovations  
Collaborated with Fortune 500 clients & international stakeholders

## CAPGEMINI

### Senior Product Analyst (September 2022 – July 2024)

#### Client - DENSO (Listed on Fortune 500)

Led high-impact digital transformation initiatives for global clients, ensuring seamless system integration and performance optimization. Specialized in product strategy, stakeholder collaboration, and data-driven decision-making.

#### Highlights:

- Led product analysis and solution design for global clients, including McDonald's and Denso, ensuring optimized performance and user experience.
- Managed internal enterprise applications at Capgemini, streamlining business operations and enhancing functionality.
- Conducted requirement gathering, stakeholder management, and technical documentation (BRD, FRD, SRS) to align business objectives with technical solutions.
- Collaborated with cross-functional teams, ensuring smooth integration of software solutions and adherence to Agile methodologies.
- Provided data-driven insights to improve product efficiency, user engagement, and business impact.
- Implemented JIRA and Confluence for tracking workflows and project updates.

### Product Analyst (March 2021 – September 2022)

#### Client - Mc Donald's and Coca Cola Martech (Listed on Fortune 500)

Managed enterprise applications and client solutions, driving efficiency and innovation. Specialized in business analysis, process improvement, and Agile-driven product development.

#### Highlights:

- Assisted in the analysis, design, and execution of enterprise-level software solutions.
- Coordinated with stakeholders to identify business needs and translate them into technical requirements.
- Worked extensively on internal applications and client projects, ensuring seamless execution and performance enhancement.
- Created and maintained comprehensive project documentation, streamlining development workflows.
- Supported product teams in data analysis, reporting, and strategic decision-making.

## Skills

- JIRA & Confluence
- MS Office & SharePoint
- Figma & Mixpanel
- MS Office & Basecamp
- Agile & Scrum Methodologies
- CRM & Data Analysis