

# KAPIL CHHABRA



📍 Indore, Madhya Pradesh 452010

☎ 9981550113

✉ kapil.sipl@gmail.com

🌐 [www.linkedin.com/in/kapilchhabra7777](https://www.linkedin.com/in/kapilchhabra7777)

## SUMMARY

Versatile IT leader with over 18 years of comprehensive experience, including 11 years in project management and 7 years leading front-end development teams specializing in React. Proven expertise in Agile methodologies, project management, product ownership and Data Management, with recent success in MS Dynamics 365, Generative AI and Cybersecurity projects. Distinguished track record in financial services technology, leading cross-functional teams, and architecting robust front-end solutions. Demonstrated ability to facilitate Agile ceremonies and deliver complex financial market infrastructure projects using Azure DevOps, JIRA, and Rally.

Technical leadership in React ecosystem combined with strong financial domain knowledge in payment systems and securities management. PMP, CSM & SAFe Certified professional with proven success in Agile transformation, improving team efficiency, and driving continuous improvement. Experienced in presenting complex technical solutions to stakeholders and managing end-to-end SDLC in hybrid work environments.

## SKILLS

- Agile Project Management
- Scrum Master
- Data Management
- Financial Forecasting
- MS Dynamics 365
- CRM
- Cost Control
- Cost-Benefit Analysis
- Meeting facilitation
- Agile Best Practices
- Risk Identification
- Communication Skill
- Interview Panelist
- Expertise in JIRA, MS Project
- Sprint Planning
- Azure DevOps
- Stakeholder Management
- Problem-Solving
- React JS
- JavaScript (ES6+)
- GenAI
- Agile Coach

## EXPERIENCE

**Senior Scrum Master/Associate RTE, 03/2025 – 12/2025**

**Company – Lifespace**, US contract by Mindmap via The IT talent(Technestra)

- Led 2 Agile Scrum teams (Team-1: 9 members, Team-2: 11 members) delivering enterprise reporting and senior living product initiatives.

- Supported **SAFe** implementation with Senior RTE, helping establish ART execution and Agile governance.
- Facilitated all Scrum ceremonies: Sprint Planning, Daily Standups, Refinement, Review, Retrospectives.
- Acted as Associate RTE, driving ART-level ceremonies: Scrum of Scrums, ART Sync, PO Sync, **System Demos**(monthly), and supporting PI Planning.
- Managed cross-team dependencies, risks, and delivery tracking across Data, BI, QC, and Business stakeholders.
- Ensured sprint predictability using Agile metrics (velocity, burndown, PI objectives progress, defect trends for quality).
- Coached teams and Product Owners on SAFe/Scrum best practices, story readiness, and Definition of Done.
- Improved sprint predictability by ~20–25% by implementing strong backlog refinement with the help of PO + capacity planning.
- Reduced dependency related delays by ~30–35% through structured Scrum of Scrums and ART sync.

**Senior Project Manager(Promoted), 11/2018 – 01/2025**

***Company - Softude, Indore***

- Successfully implemented Microsoft Dynamics 365 to streamline customer relationship management (CRM) processes, enhancing client engagement and sales efficiency.
- Led a cross-functional team of 15 members, including developers, functional consultants, and business analysts, to deliver the project within a 6-month timeline.
- Conducted stakeholder workshops to gather requirements and align Dynamics 365 features with business needs.
- Managed the migration of legacy CRM data to Dynamics 365, ensuring data integrity and accuracy.
- Configured workflows, dashboards, and reports in Dynamics 365 to provide actionable insights for sales and marketing teams.
- Implemented role-based access control to ensure secure and compliant data handling.
- Reduced lead-to-conversion time by 25% through process automation using Dynamics 365.
- Enhanced customer satisfaction scores by 15% by improving the efficiency of service operations.
- Delivered the project 10% under budget by optimizing resources and leveraging out-of-the-box Dynamics 365 features.
- Collaborate with stakeholders to define milestones and epics for releases.
- Develop a budget that is broken down by project phases (e.g., planning, execution, testing, closing).
- Assign cost estimates to specific milestones and deliverables to track budget performance at key points with the help of management team.
- Support release planning and coordinate efforts across multiple teams.
- Identify and document risks, action items, decisions, and dependencies at the program level; follow up with relevant teams.
- Work with UX and Product Owners to create and maintain stories in Jira, including performing Jira health checks and maintenance.
- Facilitate Scrum events and coach stakeholders on their roles in the Scrum process.
- Set up tracking mechanisms to monitor and control expenses, ensuring they stay within budget limits.
- Manage product backlogs, ensuring proper prioritization based on business value.
- Organize working sessions between stakeholders, Product Owners, and development teams.
- Serve as a servant leader, removing impediments, resolving conflicts, and fostering team collaboration.
- Monitor team metrics, driving improvements and innovative approaches.
- Train and mentor teams on effective Scrum practices to enhance efficiency and reduce production times.
- Data Management process for two major clients, designed comprehensive data management strategies tailored to each client, focusing on scalability, security, and accessibility.

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**Software Engineer – Front-end, 01/2008 - 10/2018**

***Systematix Infotech Pvt. Ltd., Indore***

- Develop responsive, cross-browser-compatible user interfaces using HTML, CSS, and JavaScript.
- Translate UI/UX designs into functional and visually appealing web elements.
- Write clean, modular, and maintainable code following best practices.
- Optimize website performance for speed and efficiency.
- Collaborate with back-end teams to integrate APIs and server-side logic.
- Ensure accessibility compliance and inclusive design.
- Use state management (e.g., Redux, Vuex) for efficient data handling.
- Debug and resolve front-end issues for seamless user experience.
- Build reusable, scalable components for application-wide consistency.
- Implement front-end security best practices to protect user data.
- Utilize version control (e.g., Git) for collaborative development.
- Conduct unit and integration testing to maintain code quality.

## KEY PROJECTS (selected)

### CRM Implementation for a Retail Client

Business Objective: Successfully implemented Microsoft Dynamics 365 to streamline customer relationship management (CRM) processes, enhancing client engagement and sales efficiency.

- Led the overall planning, execution, and delivery of the Project.
- Led a cross-functional team of 15 members, including developers, functional consultants, and business analysts, to deliver the project within a 6-month timeline.
- Conducted stakeholder workshops to gather requirements and align Dynamics 365 features with business needs.
- Managed the migration of legacy CRM data to Dynamics 365, ensuring data integrity and accuracy.
- Configured workflows, dashboards, and reports in Dynamics 365 to provide actionable insights for sales and marketing teams.
- Implemented role-based access control to ensure secure and compliant data handling.
- Reduced lead-to-conversion time by 25% through process automation using Dynamics 365.
- Enhanced customer satisfaction scores by 15% by improving the efficiency of service operations.
- Delivered the project 10% under budget by optimizing resources and leveraging out-of-the-box Dynamics 365 features.
- Managed cross-functional teams including specialists, developers, and business analysts to ensure smooth project execution.
- Defined project scope, deliverables, timelines, and success criteria.
- Writing Epics, Features and User Stories
- Preparing flowcharts
- Exploring different Use Cases.
- Facilitating the Scrum Events
- Managing the Scrum Team
- Sprint 0 preparation
- Discussion with the leadership and projecting the status updates.

### GenAI Project POC

Business Objective: Objective: To successfully implement a Generative AI Proof of Concept (POC) that demonstrates tangible business value through automation, enhanced decision-making capabilities, and improved operational efficiency, with a target of 30% reduction in manual processes and 25% improvement in productivity within the selected business unit, while ensuring compliance with organizational security and ethical AI guidelines.

- Led the overall planning, execution, and delivery of the GenAI Project POC.
- Managed cross-functional teams including AI/ML specialists, developers, and business analysts to ensure smooth project execution.
- Defined project scope, deliverables, timelines, and success criteria for the POC.
- Writing Epics, Features and User Stories
- Preparing flowcharts
- Exploring different GenAI Use Cases and Tools
- Facilitating the Scrum Events

- Managing the Scrum Team
- Sprint 0 preparation
- Discussion with the leadership and projecting the status updates.

### **Cybersecurity Enhancement Initiative**

Business Objective - To establish and implement a robust, enterprise-wide cybersecurity framework that enhances the organization's security posture, ensures compliance with industry regulations (such as GDPR, HIPAA), and reduces cyber risks by 40% within 18 months, while maintaining business continuity and protecting critical assets through a defense-in-depth approach.

- Managed the entire project lifecycle, from defining scope to successful implementation.
- Lead project governance meetings
- Led a cybersecurity enhancement project to improve the organization's security posture.
- Conducted risk assessments and developed mitigation strategies to address security threats.
- Ensured alignment with compliance regulations like GDPR and ISO/IEC 27001.
- Managed vendor relations and facilitated communication between internal and external teams.
- Maintain project documentation.
- Coordinated with IT and security teams to ensure compliance with industry standards and regulations.
- Provided training with the help of technical head and awareness programs to employees on cybersecurity best practices.
- Managed project timelines, budgets, and resources to ensure on-time delivery.
- Facilitated stakeholder meetings to ensure alignment and address any issues.

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### **Healthcare Application Development**

Business Objective - To develop and implement a secure, HIPAA-compliant healthcare application that streamlines patient care management, enhances clinical workflow efficiency by 40%, reduces administrative overhead by 35%, and improves patient engagement by 50% within 18 months, while ensuring seamless integration with existing healthcare systems and maintaining the highest standards of data security and patient privacy.

- Collaborate with stakeholders to define milestones and epics for releases.
- Led a team of 35 professionals in the development and deployment of a healthcare application.
- Develop project charter, schedule, and budget
- Define scope, deliverables, success criteria, and create WBS
- Establish project governance framework and set up risk management strategy
- Identify and manage stakeholder expectations, develop communication plan
- Conduct regular status meetings, report to leadership, and facilitate collaboration
- Ensure HIPAA compliance, monitor regulatory requirements, and coordinate with legal/compliance teams
- Maintain audit documentation and validate security protocols
- Coordinate with technical leads, monitor development progress, and ensure system integration
- Oversee testing processes and review technical documentation
- Establish quality metrics, monitor testing, and track resolution of issues
- Ensure clinical safety compliance and maintain risk/issue logs
- Manage team allocation, track expenses, and monitor vendor relationships
- Control scope changes, handle resource conflicts, and manage rollout schedule
- Oversee training program, monitor adoption metrics, and ensure documentation completion
- Facilitate project closure and generate status reports
- Track project KPIs, measure clinical workflow efficiency, and report on project health metrics.

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### **Supplier Management System**

Business Objective - implement an integrated Supplier Management System that streamlines vendor relationships, reduces procurement cycle time by 35%, improves supplier compliance by 40%, and generates cost savings of 20% through automated processes and enhanced visibility of supplier performance.

- Managed a team of 20 professionals to develop and implement a supplier management system.
- Create project charter, roadmap, and define scope, timelines, and budget

- Develop resource allocation plan and establish governance structure
- Set up risk management framework and coordinate with Procurement, Finance, and Legal
- Manage vendor relationships, conduct status meetings, and report to leadership
- Oversee supplier onboarding, process integration, and system configuration
- Ensure business process alignment and validate workflow efficiency
- Manage system integration, coordinate with IT teams, and monitor development milestones
- Oversee data migration and ensure system security compliance
- Establish quality metrics, monitor testing, and track issue resolution
- Maintain risk register, ensure compliance, and validate data accuracy
- Manage team allocation, monitor expenses, and control scope changes
- Handle resource conflicts and track vendor deliverables
- Coordinate system rollout, user training, and change management
- Monitor adoption rates and ensure documentation completion
- Track KPIs, generate progress reports, and measure cost savings
- Monitor supplier performance and report on system effectiveness
- Achieve successful integration, 100% supplier data accuracy, and cost reduction targets
- Ensure user adoption rate > 90%, improved supplier compliance, and reduced procurement cycle time.

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## PROFILE

[www.linkedin.com/in/kapilchhabra7777](https://www.linkedin.com/in/kapilchhabra7777)

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## EDUCATION

- Master of Computer Applications (MCA), 2019
- Bachelor of Computer Applications (BCA), 2017

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## CERTIFICATIONS

- PMP - Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Certified Safe 5.0 Agilist
- Azure Fundamentals (AZ-900)
- ITIL 4 Foundations.
- Microsoft Developer Certification (HTML/CSS/JS)

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## ACCOMPLISHMENTS

- Led a dynamic team of 35 professionals in the successful development and deployment of a groundbreaking healthcare application, revolutionizing patient care delivery and enhancing accessibility to medical services.
- Managed a team of 20 professionals to develop and implement a supplier management system, optimizing procurement processes and strengthening supplier relationships, resulting in improved operational efficiency.
- Completed the IT infrastructure upgrade migration project on time and under budget.
- 3 times winner of best mentor award in office.

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## ACKNOWLEDGEMENT

I hereby declare that all the information given above is true and correct to the best of my knowledge.

