

Devendra Singh PMP® PSM™

Project Manager | IT & Cybersecurity | PMO | Enterprise Program Delivery

Seasoned Project Manager with **9+ years of experience** in IT and cybersecurity project delivery, specialising in enterprise-scale initiatives and AI-driven process optimisation. Adept at end-to-end project lifecycle management, risk mitigation, and stakeholder engagement to drive business outcomes. Committed to operational excellence, governance, and delivering high-impact projects on time and within budget. Seeking to leverage expertise in managing cross-functional teams and innovative technologies to contribute to organisational growth and strategic success as a Technical Project Manager / Senior Project Manager.

Mobile: +91 9205603694 E-mail: devendra.officialmail@gmail.com Address: Bengaluru, India
LinkedIn: <https://www.linkedin.com/in/devendra-singh-project-manager/> Professional Portfolio: <https://www.dsinghpm.com/>

PROFESSIONAL SUMMARY

- Enterprise-Scale Project Delivery:** Managed 140+ critical projects, including UK and Saudi government programs, delivering high-impact results consistently on time, within scope, and budget.
- Stakeholder Engagement & Communication:** Maintains strong client and stakeholder relationships through timely updates, strategic consultations, and adaptive project practices tailored to specific needs.
- Revenue & Financial Management:** Achieves 95%+ revenue forecast accuracy by tracking project timelines, deliverables, and utilization of sessions/products, supporting leadership in strategic planning and decision-making.
- Risk & Issue Mitigation:** Implemented proactive issue logging, escalation, and follow-ups, reducing resolution time by 35% and enhancing overall project predictability effectively.
- AI & Automation in Project Management:** Leveraged AI tools to automate status reporting, documentation, and communication, reducing manual effort by 30% and increasing operational efficiency significantly.
- Cross-Functional Team Leadership:** Directed teams of up to 12 consultants, optimizing workloads, mentoring members, and ensuring high operational compliance and team performance.
- PANW Product & Knowledge Management:** Coordinated deployments of Cortex XDR, Prisma Access, Next-Gen Firewalls, and XSIAM, while presenting global sessions on AI-driven project operations and best practices.

TECHNICAL SKILLS

Clarizen Salesforce (SFDC) Smartsheet MS Project Google Workspace Asana Project Governance Agile (Scrum/Kanban)
AI Automation Tools MS Office Statement of Work (SOW)

WORK EXPERIENCE

Project Manager

Infinity Labs Pvt. Ltd. (Bengaluru, India) (May 2024 - Present)

- Optimized workflows using AI-driven tools like Google Notebook LLM, Claude and Glean, driving efficiency and successfully delivering projects.
- Spearheaded enterprise cybersecurity projects, managing full project lifecycles, financial forecasts, and operational governance using Clarizen, Salesforce, Gemini, Asana, and Smartsheet, ensuring seamless execution across multiple teams.
- Delivered 140+ high-value projects (up to \$1.4M), achieving 95%+ revenue forecast accuracy and 100% SLA-compliant closures, consistently exceeding client expectations and targets.
- Platforms delivered — Cortex XDR, Cortex XSIAM, Cortex Xpanse, Cortex XSOAR, Prisma Access, NGFW, Cloud Posture Management.
- Tools & methods — Jira, Asana/MS Project plans, Agile/hybrid delivery, risk and financial controls.
- Directed cross-functional teams of up to 12 consultants, ensuring balanced workloads, timely task completion, and strict adherence to operational compliance, enhancing team efficiency and collaboration significantly.
- Implemented proactive risk, issue, and change control processes, reducing resolution time by 35% and improving project predictability, mitigating potential delays and financial impacts effectively.
- Leveraged AI-driven tools to automate project administration, status reporting, documentation, and communications, cutting manual effort by 30%, streamlining operations and improving overall project transparency.
- Governed formal Change Control procedures across all engagements, ensuring out-of-scope technical requests were captured via approved Change Orders (COs) to protect delivery margins and maintain 100% SLA compliance.

Associate Project Manager (Multiple Roles)

Tata Consultancy Services (TCS) (Jan 2018 - Mar 2024)

Growth Path: Account Receivable Lead → PMO Specialist → Scrum Master → Associate Project Manager

- Led cross-functional ERP implementation teams, coordinating consultants, IT teams, and client business units, ensuring alignment with business objectives and seamless collaboration across departments.
- Managed project risk, milestone tracking, and resource allocation to deliver a ₹1.5 Cr Cloud ERP project on time and within budget, proactively mitigating potential delays and cost overruns efficiently.
- Orchestrated UAT cycles, end-user training, and cutover planning, ensuring smooth go-live with minimal operational disruption and zero critical system errors.
- Optimized post-go-live processes through workflow enhancements and system-driven automation, achieving a measurable 15% reduction in operational processing time.
- Established structured project governance, financial controls, and regular stakeholder reporting, supporting executive decision-making and transparency across all project phases.
- Facilitated continuous process improvements and cross-team knowledge sharing, enhancing overall project efficiency, productivity, and team performance consistently.

Account Manager

Encore Capital (Sep 2016 - Oct 2017)

- Managed financial portfolios for two client teams, overseeing account reconciliations, reporting, and collections, ensuring accurate, timely, and efficient financial operations.
- Streamlined reporting processes by introducing standardized templates and automated checks, significantly reducing turnaround time and minimizing recurring errors.
- Collaborated with internal teams and clients to resolve discrepancies proactively, enhancing client satisfaction and improving overall portfolio performance consistently.

PROJECTS

DSO Reduction (Lean Six Sigma)

Reduced Days Sales Outstanding from 48 to 42 days, resulting in \$16M savings. Applied DMAIC methodology to streamline processes and improve financial efficiency.

Google Capstone Project

Executed end-to-end project management principles in a real-world business scenario, demonstrating practical application of planning, execution, and stakeholder management techniques.

AWARDS & RECOGNITION

- **Outstanding Performer (Monthly & Quarterly) at TCS:** Recognized consistently for exceptional performance and exceeding project goals.
- **Extra Mile Award at TCS:** Honored for going above and beyond assigned responsibilities to drive project success.
- **Strategic Thinking & Innovation Award at TCS:** Acknowledged for delivering innovative solutions and strategic insights that enhanced project outcomes.
- **Reconciliation Champion at TCS:** Recognized for excellence in financial reconciliation and ensuring accurate, seamless reporting.

SKILLS

Core Competencies: Project Lifecycle Management, IT & Cybersecurity Project Delivery, Resource Planning & Capacity Management, Revenue Forecasting & Financial Governance, Risk, Issue, and Change Control Management, Project Financials & Milestone Management, Process Compliance & Operational Excellence, Project Dashboards & Reporting, AI & Automation in Project Management, Cross-functional Dependency Mapping, Quarterly Business Reviews (QBR), RACI Matrix

Soft Skills: Stakeholder Communication, Team Leadership, Client Relationship Management, Conflict Resolution, Mentoring & Coaching, Analytical Thinking, Decision Making, Cross-functional Collaboration, Emotional Intelligence

EDUCATION

Bachelors in Commerce (B. Com.) (2015)

University of Delhi

CERTIFICATIONS

- **Project Management Professional (PMP)®** (PMI - 2024)
- **Professional Scrum Master™ I (PSM I)™** (Scrum.org - 2024)
- **Project Management Certificate** (Google)