

VARUN VASHISHT

Senior Program Manager | Technical Program Manager | Business Architect | Senior Business Analyst
Faridabad, Delhi NCR 121004 | +91-8800426407 | varun.vashisht@live.com | [linkedin.com/in/varunvashisht1](https://www.linkedin.com/in/varunvashisht1)

PROFESSIONAL SUMMARY

PMP, CBAP, PMI-PBA, and Six Sigma Black Belt certified Senior Program Manager, Technical Program Manager, and Business Architect with 14+ years driving enterprise digital transformation, technology-enabled solutions, and PMO governance across Healthcare, Oil & Energy, Services, Fintech, Ed Tech, and Telecom. Proven delivery managing program budgets up to \$8M, 20+ person cross-functional and globally distributed teams, and full software development lifecycle (SDLC) rollouts of enterprise SaaS and platform initiatives, including Microsoft Dynamics 365, Zoho One, Ramco HCM, Azure data platforms, Power BI, and integrated mobile and LMS applications. Hands-on across Agile (Scrum, Kanban, SAFe), Waterfall, and hybrid delivery; advanced in SQL, Python, SSIS ETL, REST API integration, Power BI, Tableau, and Azure DevOps. TCS Certified GenAI Practitioner actively embedding generative AI, prompt engineering, and AI/ML proofs of concept into requirements, reporting, and resource-optimization workflows. Trusted partner to engineering, product, business, and C-level stakeholders for strategy, business case development, vendor and partner ecosystem governance, and execution against measurable OKRs and KPIs.

CORE COMPETENCIES

Program Management • Technical Program Management • Engineering Program Management • Business Architecture • Business Analysis • Digital Transformation • PMO Setup & Governance • Portfolio Management • Stakeholder Management • Vendor & Partner Ecosystem Management • Strategic Planning • Risk & Issue Management • Change Management • RAID Logs • Agile Delivery • Scrum • Kanban • SAFe • Waterfall • Hybrid Delivery • Requirements Engineering • Elicitation • HLD / LLD / BRD / FRD / SRS • User Stories • Backlog Management • Process Modeling (BPMN) • Gap & Impact Analysis • Root Cause Analysis • Business Case Development • ROI Analysis • RFP / RFI • Vendor Selection • Executive Reporting • C-Level Communication • Cross-Functional Leadership • Mentoring • OKRs & KPIs • Continuous Improvement • Lean Six Sigma • ITIL 4 • PMBOK • BABOK

TECHNICAL SKILLS

Project & Program Management Tools: Jira, Confluence, Microsoft Project, MS Project Online, Smartsheet, Asana, Monday.com, Zoho Projects, Azure DevOps, Trello, ServiceNow (PPM), Microsoft Planner

CRM, ERP & HRMS Platforms: Microsoft Dynamics 365 (Customer Engagement, Sales, Customer Service), Microsoft Dynamics CRM, Zoho CRM, Zoho One, Zoho Books, Zoho Projects, Zoho Analytics, Zoho Creator, Zoho People, Ramco HCM, Salesforce (exposure), SAP (exposure), Workday (exposure)

Business Analysis & Design: Requirements Elicitation, User Stories, Use Cases, BRD, FRD, SRS, HLD, LLD, Gap Analysis, Impact Analysis, Process Modeling (BPMN), Root Cause Analysis, Wireframing, Prototyping, Lucidchart, Microsoft Visio, Miro, Figma, Balsamiq

Data, BI & Analytics: SQL, T-SQL, Stored Procedures, SSIS ETL, Snowflake (exposure), DBT (exposure), Alteryx (exposure), Power BI, Tableau, Zoho Analytics, Google Analytics, Microsoft Excel (Advanced, Pivot Tables, VLOOKUP, XLOOKUP, Power Query), Data Modeling, Data Migration, Data Validation, KPI Dashboards

Cloud, Integration & Programming: Microsoft Azure (DP-900, SC-900), Azure DevOps, Azure OpenAI (exposure), REST API Integration, Webhooks, Python, C, SharePoint, Power Automate, Power Apps, Low-Code / No-Code Platforms, Git

AI / Generative AI: Generative AI Strategy, Prompt Engineering, Large Language Model (LLM) Applications, Microsoft Copilot, Azure OpenAI (exposure), AI-Assisted Requirements & Reporting, AI/ML Proof of Concept (Python), Conversational / Search / Recommendation AI (exposure)

Methodologies & Frameworks: Agile, Scrum, Kanban, SAFe (exposure), Waterfall, Hybrid, PMBOK, BABOK, Lean Six Sigma, ITIL 4, PRINCE2 concepts, Change Management, OKR Frameworks, KPI Frameworks

Industry Platforms: Genetec Security Center, Honeywell Pro-Watch, AvePoint, Microsoft 365, SharePoint Online, Microsoft Teams, Slack

Domain Expertise: Digital Transformation, SaaS, Enterprise Software, Physical Security (Industrial), HR / HCM, Healthcare (Coordination of Benefits, HIPAA exposure), Oil & Energy, Fintech (Credit & Lending), Ed Tech / Learning Management Systems, Telecom, Amusement & Hospitality (IoT)

CERTIFICATIONS

- **PMP – Project Management Professional** — Project Management Institute (PMI), Oct 2025 – Oct 2028

- **CBAP – Certified Business Analysis Professional** — International Institute of Business Analysis (IIBA), Mar 2021 – Mar 2027
- **PMI-PBA – PMI Professional in Business Analysis** — Project Management Institute (PMI), Dec 2020 – Dec 2026
- **Lean Six Sigma Black Belt** — Kennesaw State University
- **ITIL Foundation – IT Service Management**
- **Microsoft Certified: Azure Data Fundamentals (DP-900)**
- **Microsoft Certified: Security, Compliance & Identity Fundamentals (SC-900)**
- **TCS Certified GenAI Practitioner** — Tata Consultancy Services
- **Google Data Analytics Professional Certificate** — Coursera
- **HarvardX: LEAD1x – Exercising Leadership**
- **HarvardX: Computer Science for Artificial Intelligence** (in progress)

PROFESSIONAL EXPERIENCE

Blue Ocean Corporation | Senior Program Manager | Jan 2026 – Present

Senior PMO leader driving enterprise digital transformation across Website, Learning Management System (LMS), Mobile App, and the Zoho One platform partner ecosystem. Owns end-to-end program delivery, marketing operations, and revenue-support initiatives.

- Built a **centralized PMO** governance model and cadence across Website, LMS, Mobile App, and the Zoho ecosystem (CRM, Books, Projects, Analytics, Creator, People), aligning the digital roadmap with revenue goals and improving on-time delivery and stakeholder visibility.
- Built **executive Power BI and Zoho Analytics dashboards** consolidating sales, marketing, finance, and operations KPIs to enable data-backed decision-making at the CXO level.
- Delivered a **mobile application** integrated with LMS and CRM systems, enhancing user engagement, course adoption, and platform scalability.
- Streamlined cross-functional coordination across sales, marketing, finance, and operations using **Zoho One workflows and Zoho Creator low-code applications** to accelerate execution and reduce manual handoffs.
- Introduced **Generative AI and prompt-engineering practices** into reporting, content, and requirements workflows, reducing manual effort and turnaround times across the PMO.
- Established structured **vendor and platform partner governance** — onboarding, SLAs, cadence reviews, and joint roadmap planning — across the Zoho ecosystem and external technology partners.

Tata Consultancy Services (TCS) | Product Specialist | Assistant Consultant | Jul 2022 – Jan 2026

Led physical security and digital transformation programs for a global Oil & Energy client; owned strategy, business analysis, vendor evaluation, governance, and end-to-end delivery within an \$8M annual program budget.

- Led strategy, requirements, and implementation for **10+ major enterprise programs** within an **\$8M annual program budget**, translating complex business needs into user stories, backlog items, and HLD/LLD documentation.
- Managed end-to-end **security audits and remediation programs**, ensuring **100% of remediation items** were tracked to successful closure with clear SLAs and audit traceability.
- Oversaw critical **Genetec Security Center and Honeywell Pro-Watch** system upgrades, maintaining **99.9% system continuity** and full audit compliance across globally distributed sites.
- Authored comprehensive **HLD/LLD documents** and conducted **gap and impact analyses** to validate technical feasibility and enterprise architecture alignment for high-impact programs.
- Spearheaded the **VMS vendor evaluation and selection** process — assessing 5+ market-leading platforms, leading due diligence, and delivering a data-driven business case and ROI analysis to executive leadership for approval.
- Engineered an **AI/ML Python proof of concept** for resource allocation that reduced project-to-resource matching time by **80%**, accelerating program staffing across the portfolio.
- Acted as the **primary liaison** between business sponsors, engineering, third-party partners, and the global PMO — running steering committees, executive readouts, and cross-vendor coordination.

Birlasoft | Lead Consultant | Apr 2021 – Jul 2022

Agile delivery lead on a US Healthcare Coordination of Benefits (COB) modernization program; owned product backlog, SSIS ETL automation, SQL-driven data quality, and US client engagement.

- Led all **Agile ceremonies** — sprint planning, daily stand-ups, retrospectives, demos — for a US Healthcare COB modernization program, managing a **backlog of 150+ user stories in Azure DevOps**.

- Designed and implemented an **automated ETL testing framework using SQL Server Integration Services (SSIS)**, cutting manual testing effort by **50%** and accelerating release velocity.
- Reduced data inconsistencies by **15%** by applying advanced **SQL** to validate ETL processes and complex stored procedures across COB data flows.
- Designed and oversaw rapid implementation of new **interfaces and stored procedures in 4-week cycles** to process critical data for Coordination of Benefits analysis, meeting US client SLAs.
- Partnered directly with **US-based business stakeholders** — gathering requirements, presenting analysis, and translating ambiguous business problems into executable Agile deliverables.

Jaarwis Technologies | Business Analyst | Project Manager | Jun 2019 – Apr 2021

Dual BA/PM on a fintech motor-credit platform, SharePoint data migration, and IoT solution design for large-format hospitality clients.

- Directed the end-to-end lifecycle of a **motor credit platform** in a dual BA / PM capacity, leading integration of **3 real-time credit-check APIs** from concept to launch.
- Engineered the **data migration strategy** for a major SharePoint implementation, ensuring **100% data fidelity** by mapping all critical data fields and processes.
- Designed and proposed an **IoT-based visitor-flow solution** projected to deliver **20% flow optimization** for a large amusement park client — an early innovation and disruptor-integration engagement.
- Authored **BRDs, FRDs, SRS, HLD, and LLD** for multiple fintech and IoT initiatives, securing executive sign-off and aligning engineering with stakeholder expectations.

Online24x7 India | Project Manager | Business Analyst | Sep 2015 – Jun 2019

Led enterprise CRM/HCM rollouts across Microsoft Dynamics 365 and Ramco HCM, including partner integrations, end-user training, and change management for global clients.

- Led **7 full-cycle enterprise implementations** — directing end-to-end functional scope for **Ramco HCM (5 projects)** and **Microsoft Dynamics 365 / Dynamics CRM (2 projects)**.
- Led **cross-functional teams of 8–20 members**, including developers, testers, business analysts, and partner / vendor consultants across multiple geographies.
- Managed the complete **requirements lifecycle** — BRD/FRD authoring, stakeholder sign-offs, and coordination with development, testing, and third-party vendor teams through go-live.
- Identified and mitigated **key project risks** across all 7 implementations, ensuring on-time delivery and strict adherence to scope and budget.
- Developed and delivered **end-user training programs** that achieved a **95% user adoption rate** post go-live.
- Architected and implemented **10+ data integrations** between HRMS and ERP systems using **SSIS packages** to enable seamless data flow and automation.

Fuji Technical Services | Assistant Shift Engineer | Sep 2012 – Aug 2015

- Developed and executed **SQL queries** to generate **20+ operational reports**, enabling data-driven performance monitoring for a key Oil & Energy client.
- Analyzed and summarized complex data in **Microsoft Excel** to create insights for **15+ client presentations**, supporting strategic account management.

EDUCATION

- **Bachelor of Technology (Mechanical Engineering)** — Punjab Technical University, Amritsar, Punjab (4-year full-time program)