

BINAY KUMAR SHAW

SENIOR TECHNICAL PROGRAM MANAGER

16+ years of experience delivering scalable SaaS and AI-driven enterprise applications.

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PROFESSIONAL SUMMARY

Senior Technical Program Manager with 16+ years of experience owning execution of complex, multi-team programs of enterprise-scale SaaS and AI-driven platforms. Expert at leading cross-functional teams, optimizing agile delivery, and implementing solutions to accelerate automation and personalization. Skilled in aligning technology, people, and process to deliver measurable impact in fast-paced environments.

CORE COMPETENCIES

Program Leadership & Execution: Program Roadmapping, Cross-Team Dependency Management, Delivery Governance, Risk & Issue Management, Stakeholder Alignment, OKRs and Metrics, Capacity and Budget Planning.

Operating Models: Agile, Scrum, Kanban, Scaled Delivery, Release Planning, Execution Forecasting.

Technical Context: SaaS Platforms, Cloud Architecture, APIs and Integrations, CI/CD, AI-Enabled Systems, Generative AI & Agentic AI.

Frameworks & Development: ReactJS, NodeJS, Laravel, Express.js, Next.js, FastAPI, MongoDB, MySQL, PHP.

Tools: Jira, Confluence, Trello, Git, Postman, Slack.

PROFESSIONAL EXPERIENCE

Senior Technical Program Manager - TripBibo Travels Private Limited

Aug 2019 - Present | Pune, India

- **Owned end-to-end execution** of a SaaS CRM platform serving 10K+ users, leading multiple cross-functional teams across engineering, product, QA, and design.
- **Acted as the single point of accountability** between business leadership and engineering for delivery commitments and risk trade-offs.
- **Owned cross-team dependencies** and release sequencing across parallel workstreams including core platform, AI automation, and integrations.
- **Integrated Generative AI and Agentic AI modules** to automate travel itinerary generation, customer communication, and lead management workflows.
- Spearheaded development of a **Generative AI-powered travel content engine**, reducing manual itinerary creation time by 60%.
- Designed **Agentic AI-driven automation pipelines**, enabling autonomous lead qualification and follow-ups that increased conversion by 22%.
- Collaborated with data science teams to deploy AI models via **AWS SageMaker and GCP Vertex AI**, improving personalization and user retention.
- Implemented CI/CD pipelines, automation testing, and Agile retrospectives, **boosting sprint velocity by 35% and release quality by 25%**.
- Partnered with business leaders to define KPIs, OKRs, and success metrics, **reducing vendor onboarding time from 72 hrs to 10 mins** through automation.

Technology Manager - S A Technologies

Nov 2017 - Aug 2019 | Pune, India

- Managed multiple concurrent programs & client projects, balancing delivery timelines, resource allocation, and stakeholder expectations.
- Provided portfolio-level visibility to VP and Director-level stakeholders on delivery status, risks, and dependencies.
- Transitioned teams from waterfall to agile methodology, achieving 30% faster delivery.
- Oversaw project health metrics (velocity, burn-down, defect rate), reporting to senior manager.
- Mentored junior PMs and tech leads on Agile execution and risk mitigation.

Technology Specialist - 123Greetings

Jan 2014 - Nov 2017 | Kolkata, India

- Delivered mobile-first architecture for 123greetings.com, improving load speed and user engagement.
- Collaborated with business teams to define technical roadmap and release milestones.
- Reduced downtime by implementing proactive monitoring and performance tuning.

Sr. Software Engineer - Techmodi Inc.

Feb 2010 - Jan 2014 | Pune, India

- Delivered full-stack web solutions and contributed to multiple enterprise-grade software rollouts.

SELECTED PROGRAMS

TripBibo - SaaS-based Travel CRM Platform

Role: Senior Technical Program Manager | Duration: Aug 2019 - Present | Location: Pune

Team Size: 21 (Developers, QA, UI/UX, and Product)

Tech & Tools: ReactJS, Laravel, MongoDB, AWS, CI/CD, RESTful APIs, Git, Jira, Confluence

Objective: Lead the end-to-end development and scaling of a SaaS-based CRM platform for India's travel ecosystem, improving automation, customer experience, and business intelligence through AI-driven capabilities.

Key Responsibilities:

- Planned and executed program increments and coordinated releases across engineering, QA, and product teams.
- Designed and delivered Generative AI and Agentic AI modules to automate itinerary generation, lead management, and customer engagement workflows.
- Established CI/CD pipelines, sprint governance, and risk management frameworks, ensuring transparency and predictable delivery.
- Partnered with executive stakeholders to define KPIs, manage priorities, and align releases with business goals.
- Oversaw budget utilization and resource allocation, maintaining project profitability and delivery quality.
- Implemented real-time analytics dashboards and automated invoicing/reporting to improve operational efficiency.

Outcome:

- Improved delivery velocity by 35% and release quality by 25%.
- Reduced vendor onboarding time from 72 hours to 10 minutes via workflow automation.
- Enhanced customer satisfaction and retention, contributing to overall business scalability.

XpertLearning LMS Platform

Role: Technology Manager | Duration: Nov 2017 - Aug 2019 | Location: Pune

Team Size: 13 (Design, Developer, QA, and Pre Sales)

Tech & Tools: ReactJS, NodeJs, MongoDB, AWS, CI/CD, RESTful APIs, Git, Jira, Confluence

Objective: Deliver a high-performance, enterprise-grade learning and talent management platform for global clients by optimizing architecture, delivery processes, and cross-functional coordination.

Key Responsibilities:

- Managed full project lifecycle - planning, execution, and delivery - for an online learning and performance management system.
- Coordinated between product owners, engineering, QA, and design teams to align releases with client expectations.
- Introduced Agile and Scrum methodologies to streamline development cycles and improve cross-team collaboration.
- Implemented microservices architecture and CI/CD pipelines to enhance scalability, deployment speed, and uptime.
- Monitored project budgets, risks, and cross-product dependencies, ensuring delivery within defined cost and time parameters.
- Facilitated weekly stand-ups, sprint retrospectives, and executive progress reports for internal and client stakeholders.

Outcome:

- Achieved 25% faster release cycles and 40% improvement in system performance.
- Enhanced client satisfaction and platform reliability, resulting in repeat business and long-term partnerships.
- Maintained 100% on-time delivery across all project phases while reducing operational overheads.

EDUCATION

Bachelor of Computer Applications

St. Xaviers College, Kolkata

Jan 2006 – Jan 2010

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Bengali, Marathi.
- **Awards:** Awarded "**Employee of the Year**" at **S A Technologies** in recognition of outstanding performance and contribution to the success of key projects.