Shivaji Paila, PMP®

IT Project Manager
Veteran, Indian Navy

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PROJECT MANAGEMENT | PRODUCT MANAGEMENT | CYBERSECURITY SPECIALIST | MILITARY LEADER

PROFESSIONAL SUMMARY

Accomplished and award-winning professional with 17+ years of expertise in digital product development, digital transformation, and project management, blending a distinguished military career with proven leadership in the IT industry. Leveraging a foundation in high-stakes military operations and strategic planning, I have successfully led cross-functional teams, managed secure and scalable IT solutions, and driven innovation in compliance with government regulations. Adept at fostering stakeholder collaboration, prioritizing citizen-centric services, and delivering mission-critical results in dynamic environments.

CORE SKILLS

Digital product development | Digital transformation |Resource Planning | Agile Methodology | Building Product Roadmap | Stakeholder Management | UX Designing | Product Vision | Product Strategy | Customer Empathy | Collaboration | Change Management | Product Life-cycle | Go-to-market Strategies | Government regulations | Citizen-centric services| Cross-functional teams| Scalable IT solutions | Secure solutions| Cutting-edge technologies| Compliance management| Policy alignment| Service delivery | Data Integrity |IT Governance | IT Security Management | Product requirements prioritization | Conflict Resolution | Metrics and Reporting

EXPERIENCE

Mindgraph Technologies Pvt Ltd   Dec 2022 to date

Project Manager (Consultant)– MYairports 2.0 Mobile Application (Dec 2022-Present)

Role Summary:

Dynamic IT Project Manager with a proven track record of steering complex digital transformation initiatives. Led the post-MVP development and operations of the MYairports 2.0 application, delivering innovative solutions, ensuring compliance with industry standards, and achieving measurable improvements in user satisfaction, scalability, and operational efficiency. Recognized for driving strategic results, including **winning the IDC Best in Customer Experience Award (2023)** through proactive leadership and a user-centric approach.

Achievements:

- **IDC Award Achievement**
  Contributed to MYairports 2.0 winning the IDC Best in Customer Experience Award (2023) by aligning strategies with operational and user experience benchmarks.

- **Ensured High Availability and Scalable Infrastructure**
  Maintained 99.9% uptime for the MYairports 2.0 application, ensuring a seamless experience for over 15,000 monthly active users. Enhanced infrastructure to support a 40% increase in user load, guaranteeing optimal performance amidst rising demand.

- **Optimized Operations and Cost Management**
  Implemented a robust support system, reducing ticket resolution time by 30% and increasing client satisfaction. Achieved 20% cost savings through strategic cloud resource allocation and 10% budget savings by optimizing financial planning, all while maintaining high-quality deliverables.

- **Enhanced User Engagement and Satisfaction**
  Increased user satisfaction by **25%** and reduced churn by **15%** through iterative **UI/UX improvements** informed by data analytics and user feedback. Grew the user base by **60%** within a year using targeted marketing strategies and personalized content delivery, driving engagement and loyalty.

- **Improved QA and Security Processes**
  Ensured application reliability with a defect escape rate below **0.5%**, reducing manual testing efforts by **40%** through automated testing. Maintained zero security breaches by implementing stringent cybersecurity protocols and conducting regular audits to safeguard user data and application integrity.

- **Client Relations and Stakeholder Satisfaction**
  Achieved a **95% client satisfaction rate** by establishing a dedicated support channel and improving responsiveness. Delivered **100% on-time feature rollouts** tailored to client requirements, ensuring alignment with evolving market needs and operational goals.

- **Seamless Integration and Innovation**
  Successfully integrated **10+ third-party services**, enhancing app functionality and ensuring seamless data flow for user convenience. Spearheaded the addition of new features, elevating application value and usability while maintaining alignment with client expectations.

- **Preparedness and Disaster Recovery**
  Developed and tested a disaster recovery plan, ensuring **100% data recovery** during simulated drills and minimizing downtime in critical scenarios.

The Indian Navy   August 2007 – August 2022

Chief Petty Officer (Assistant Manager – Operations, Project Management, SCM & IT Security)

Award-winning leader and strategist with 15 years of distinguished service in high-stakes military operations. Spearheaded mission-critical projects, logistics, and IT governance, while leading cross-functional teams and advanced training programs. Recognized with Proficiency Award onboard INS Kirch for outstanding contributions to operational excellence, innovation, and national security readiness in dynamic environments.

Achievements:

- **IT Asset and Network Audit Excellence**

  Conducted comprehensive IT audits for network endpoints and data integration systems, ensuring 100% compliance with security protocols and enhancing data reliability across 8 naval ships.

- **Strategic Budget Utilization**

  Managed operating budgets for naval units, ensuring 100% utilization efficiency while meeting group objectives and maintaining the highest operational standards.

- **Critical Contribution to National Defense**

  Commissioning crew for INS Taraksh in 2012, overseeing the installation and auditing of gunnery weapons and sensors in collaboration with the Russian government and Russian Navy. This ensured compliance with international agreements and operational readiness of the ship for high-stakes missions.

- **Team Efficiency Improvement**

  Improved team performance efficiency by 80% through rigorous training programs in asymmetric warfare, enabling successful operations and mitigating security risks.

- **Strategic Leadership in Training**

  Trained and mentored over 800 personnel across multiple units on weapons systems, operational drills, and discipline, leading to enhanced combat readiness and operational excellence.

EDUCATION

- Bachelor of Commerce | Andhra University

COURSES

- Leadership Course | INS Agrani, Indian Navy
- Training Technology Instructor Course | Naval Institute of Education and Training Technology
- Gunnery Instructor Course | INS Dronacharya, Indian Navy
- Information Technology Basic Course | INS Hamla, Indian Navy

CERTIFICATES

- Project Management Professional (PMP$^®$) | **Project Management Institute**
- Certified Ethical Hacker C|EH **| EC-Council**
- Azure Artificial Intelligence Engineer Associate (AI-102 Certified) **| Microsoft**
- Operations Management with Six Sigma **| IIM Kashipur**
- Executive Certification Program on Supply Chain & Logistics Management with applied Digital Transformation & Analytics | **IIM Rohtak**
- Professional Scrum Master I **| Scrum.org**
- Advanced Digital Marketing Course | **Jain University**
- Marketing Strategy Associate (SCMS-A^{TM}) | **VMEdu, Inc**
- Data Analytics with R Programming **| Google | Coursera**.