



Hello!

Ishan Vats

Project Management Professional (PMP),
Lean Six Sigma Green Belt

3 words define me:

Responsible, Productive, Innovative

Profile

I am Ishan Vats, a result driven project management professional and operations leader with 7+ years of experience in digital transformation, AI & Automation, business consulting and operational excellence across multiple industries. As COO at tech-forward companies, I've led cross-functional teams and delivered scalable, high-impact solutions for SMBs and enterprise clients.

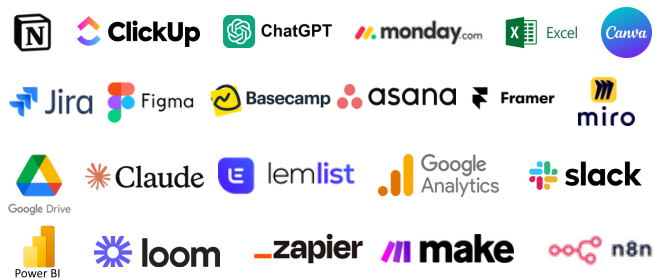
With a strong foundation in Agile, Lean, and low-code/no-code technologies, I specialize in streamlining business operations, building automation frameworks, and executing end-to-end projects that enhance efficiency and profitability. My work bridges strategy and execution - turning business goals into smart, automated systems.

Education

IIM LUCKNOW, Executive Program in Project Management

Core areas of focus included Project Management principles, Agile methodologies, Strategic planning, and Leadership in cross functional team environments. Designed for executives and managers, this program provides a comprehensive understanding of advanced skills in resource optimization, risk management, and stakeholder engagement for high-impact projects.

Platforms/Softwares



Interests/Hobbies



English ★★★★★
Hindi ★★★★★
Spanish ★★☆☆☆

Courses

Fundamentals of Digital Marketing Google/ 2020
Six Sigma Root Cause Analysis and Waste Elimination/ 2020
Wordpress Website Designing Course/ 2021
Professional Scrum Master Course/ 2022
SQL Skill Nation/ 2023
SQL Test Dome/2023
IBM Certified Project Management Professional/ 2023
Generative AI Overview for Project Managers PMI/2023
Six Sigma Green Belt LinkedIn/ 2023
Notion/Asana/ClickUp/Monday.com/JIRA/Zapier/Make.com/n8n
Consulting Partner Courses/2022-2025

Skills

Project Management	★★★★★	Marketing	★★★★☆
Problem Solving Skills	★★★★★	Data Analysis	★★★★☆
Design	★★★★☆	Digital Skills	★★★★☆
Responsibility	★★★★★	Teamwork	★★★★☆
Administrative	★★★★★	Creativity	★★★★☆
Emotional Intelligence	★★★★☆	Flexibility	★★★★☆



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Work Experience

Most Recent Experience

CHIEF OPERATING OFFICER (COO)

AutoSpark AI / SOUTH AFRICA - CAPETOWN 9 months
www.autospark.ai 2024 - 2025

Autospark AI is a digital transformation firm helping SMBs implement AI, automation, and custom app solutions. As Co-Founder and COO, I led operations and delivery across client engagements, ensuring efficient implementation of tailored automation strategies.

Key Result Areas

- Successfully implemented 35+ AI-driven and low-code automation projects across lead generation, CRM, and internal operations for SMB clients.
- Oversaw full project delivery lifecycle - scoping, execution, and post-deployment - resulting in a 30% average increase in client productivity.
- Built and led cross-functional teams including developers, automation experts, and client liaisons, driving 90% on-time delivery.
- Developed strategic SOPs and delivery playbooks, improving team output efficiency by 40%.
- Fostered strong client relationships, leading to 60%+ repeat business rate.

CHIEF OPERATING OFFICER (COO)

IV Consulting/ INDIA - NEW DELHI 1 year 9 months
www.ivconsulting.in 2023 - 2024

IV Consulting is a project management consulting firm focused on helping businesses streamline operations, improve delivery efficiency, and execute high-impact projects. I led operations and strategy, delivering value through consulting engagements.

Key Result Areas

- Achieved 5x revenue growth through strategic partnerships and tailored consulting solutions.
- Managed a \$1.5M+ project portfolio and improved ARR by 25%.
- Delivered end-to-end client projects, improving retention and satisfaction.
- Secured \$500K in project funding by presenting data-backed business cases to stakeholders.

VOLUNTEER PROJECT MANAGER

PMI & Project Managers Without Borders 1 year 7 months
www.pmi.org & www.pmwb.org 2023 - Present

Collaborated with international teams to enhance project management practices, develop strategic frameworks, and support global community initiatives.

Key Highlights:

- Improved project workflows and stakeholder communication through agile tools and templates.
- Enabled knowledge sharing across 10+ projects impacting NGOs and social causes globally.

Previous Experience

BUSINESS PROCESS DELIVERY ANALYST

Accenture Pvt. Ltd. / INDIA - GURUGRAM 2 year 4 months
www.accenture.com 2020 - 2023

Key Result Areas

- Directed end-to-end delivery of large-scale digital transformation projects, leading to an 18% improvement in resource efficiency, saving over \$1.2M annually.
- Optimized contract negotiation and vendor management, reducing procurement costs by \$500K (12%) while maintaining 100% SLA adherence.
- Spearheaded cross-functional teams of 50+ stakeholders to ensure on-time project delivery, mitigating risks across \$10M in project value through Agile governance models.
- Implemented process optimization initiatives, improving team productivity by 15% and saving 200+ hours of labor per quarter.

CLIENT RELATIONS COORDINATOR

Wipro Private Limited /INDIA - GURUGRAM 1 year 3 months
www.wipro.com 2019 - 2020

Key Result Areas

- Analyzed client service data across 50+ accounts, achieving 95% SLA compliance.
- Conducted in-depth performance analysis, identifying inefficiencies in ticket resolution processes and reducing ticket backlog by 300 cases over 6 months.
- Developed and delivered performance reports and dashboards for senior management, enabling data-driven decisions that enhanced operational efficiency by 20%.
- Improved collaboration between support and operations teams, reducing issue resolution times by 15%.

EXECUTIVE CONCIERGE

Eazydiner Private Limited /INDIA - GURUGRAM 1 year 0 months
www.eazydiner.com 2018 - 2019

Key Result Areas

- Managed all aspects of restaurant reservations for high value customers, ensuring a seamless dining experience and achieving a 95% customer satisfaction rating.
- Followed up on customer feedback and implemented necessary changes resulting in a 20% increase in positive reviews.
- Maximised revenue by 48% by converting inquiries into sales and identifying business prospects and opportunities to upsell restaurants.
- Developed and implemented effective sales strategies resulting in a 30% increase in revenue and a 25% increase in repeat business.