

VIKKI KUMAR

Technical Project Manager

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Summary

Product-focused Technical Project Manager with expertise in building user-centric onboarding experiences and managing complete product lifecycles i.e. from requirement gathering and UX design to development, QA, and release. Strong technical foundation as a full-stack developer enables effective collaboration with engineering teams and clear translation of business needs into actionable project plans. Experienced in Agile delivery, roadmap planning, backlog management, and data-driven optimization using analytics and usability testing.

Skills

- **Project and Agile Delivery:** Sprint Planning, Backlog Management, Roadmapping, User Stories and Acceptance Criteria, Prioritization, Risk and Issue Tracking, Release Coordination, Jira, Notion
- **Product and UX:** User Journey Mapping, Wireframing, Usability Testing, Persona Creation, Funnel Optimization, Figma
- **WordPress and SEO:** WordPress CMS, Theme and Plugin Customization, On-Page SEO, Technical SEO, Keyword Research, Google Analytics, Search Console, SEMrush, Ahrefs, Funnel Optimization, Data-driven Decision Making
- **Technical Skills:** HTML, CSS, JavaScript, jQuery, React, PHP, Node.js, Java, REST APIs, Git, GitHub
- **Cloud and Automation:** AWS (EC2, S3, Lambda), Power Automate, Workflow Automation, API Integrations, Postman
- **AI and Innovation:** Generative AI and LLM Integration, AI-driven Workflow Automation
- **Collaboration Tools:** Slack, Microsoft Teams, Google Workspace, Zoom
- **Soft Skills:** Stakeholder Communication, Cross-functional Collaboration, Problem Solving, Time Management, Clear Documentation, Ownership and User-centric Decision Making

Experience

Software Development Engineer - Project Lead

Oct 2023 – Present

Right2Vote Infotech Pvt. Ltd., Mumbai

- Lead the complete lifecycle of **Right2Data**, a secure data-room platform — from requirement gathering and UX design to architecture, development, QA, and release.
- Planned and executed the roadmap for the **Voter Registration onboarding journey**, coordinating engineering, UX, QA, and business teams, improving onboarding efficiency by 20%.
- Created and maintained product backlogs, wrote detailed user stories with acceptance criteria, and ensured alignment with stakeholder priorities.
- Collaborated with UX/UI teams to build intuitive onboarding screens and conducted usability tests to iterate design decisions.
- Used analytics tools (GA, Search Console, SEMrush) to identify user drop-offs, optimize onboarding funnels, and improve conversion.
- Integrated Generative AI/LLM features to elevate user experience and automate customer workflows.
- Worked in an Agile environment, participating in sprints, retrospectives, and backlog grooming sessions.

Website Manager and Administrator

Mar 2021 – Apr 2023

Pestalozzi Children's Education Society, Ranchi

- Managed and redesigned the NGO website, improving navigation, structure, and UX, resulting in a 40% increase in user engagement.
- Trained 10+ staff and volunteers on digital content governance and CMS usage, increasing workflow efficiency.
- Oversaw daily digital operations, budgeting, infrastructure, and student welfare for 70+ children.
- Led fundraising, content workflows, and optimization of digital communication channels.

Freelance Web Developer (Part-Time)

Oct 2019 – Sept 2021

Remote

- Delivered **12+ client websites** end-to-end on **WordPress**, handling discovery, requirement gathering, theme customization, plugin configuration, SEO setup, and deployment for clients across India, Dubai, and Italy.

- Executed **full SEO strategies** (on-page optimization, keyword research, content restructuring, technical audits) using SEMrush and Google Search Console, driving a **25% increase in organic engagement**.
- Improved website load speed by **30%** through WordPress performance optimization by image compression, caching plugins, and code minification.
- Managed end-to-end client communication, requirement gathering, and delivery with strong stakeholder collaboration.

Education

Master of Computer Applications (Online) <i>Chandigarh University, Mohali</i>	2025 – 2027
Bachelor of Arts (History Hons.) <i>D.S. College, Katihar</i>	2020 – 2023
12th Grade (CBSE) <i>Doon Heritage School, Dehradun</i>	2018 – 2019

Certifications

- **Full Stack Web Development — Masai School** (Dec 2022 – Sept 2023) 
 - 2160 hours of hands-on coding with projects in HTML, CSS, JavaScript, React, Node.js, and MongoDB.
 - Built full-stack applications and gained experience in Agile methodology and version control.
- **Prompt Engineering — Masai School** (July 2023 – Sept 2023) 
 - Learned AI prompt design, optimization, and practical usage with LLMs such as ChatGPT.
 - Implemented prompt chaining, tuning, and context-handling techniques for real-world applications.
- **Advanced Diploma in Computer Application — Immense Academy** (July 2019 – July 2020) 
 - Developed strong programming, database, and software tool skills through practical projects.
 - Gained applied knowledge of IT fundamentals and software development workflows.