Surbhi Kamlesh Chavan
TECHNICAL PROGRAM MANAGER & SCRUM MASTER

📞 +32467660795
📍 Antwerp, Belgium
✉ surbhip05@gmail.com
in linkedin.com/in/surbhi-chavan-/
🔗 https://surbhichavan.com

Experienced Program Manager & Certified Professional Scrum Master with a demonstrated **8+ years** of working experience in the **FinTech**, **Payment** service industry and **E-learning**. Strong Program & Project management professional with a Master of Business Administration (M.B.A.) focused in Information Technology.

LANGUAGES

- English
- Hindi
- Marathi
- Gujarati

INTERESTS

- Painting
- Crafts
- Travel

EDUCATION

Masters in Management Studies - Information Technology
St. Francis Institute of Management & Research
2014 – 2016

Bachelors in Science - Information Technology
Viva College
2011 – 2014

Higher Secondary School Certificate
Holy Family
2009 – 2011

Secondary School Certificate
Holy Paradise
2009

SKILLS

- Program & Project Management
- Agile
- SCRUM
- People Management
- JIRA
- Confluence
- Microsoft Planning
- Asana
- Trello

ACHIEVEMENTS

The Spirit of Freecharge - Digital Business & Transformation (DBAT) Quarterly CARE Award:
Awarded for FCians who live by going the extra mile, supporting their peers, and being innovative & humble every day. They make work a better place, simply by being themselves.

Promoted to Lead Technical Program Manager:
Promoted in year 2022-2023 from Senior Program Manager to Lead Program Manager

CERTIFICATION

- Professional Scrum Master – I

WORK EXPERIENCE

Angel One – Technical Program Manager 2 | Oct.2023 - Oct.2024
Programs – NBU Loans & RCA
Team Size – 40+
Job Responsibilities:

- Managed and rolled out min. 2- 3 programs
- Executed defined projects to achieve team-level goals.
- Independently managed sub-projects of programs
- Took inputs from stakeholders about projects and program components and use this data to refine processes
- Effectively planned out projects and communicate the progress to the team and leadership.
- Independently defined the right solutions or used existing approaches to solve defined problems
- Effectively leveraged and applied components of process frameworks for the assigned sub-projects and short term projects.
- Escalation management : Internal & External

Freecharge – Lead Technical Program Manager | Jul. 2021 – Oct.2023
Programs – Axis Securities (ASL), Axis Mutual Fund (AMCT), Card (Olive), Savings Account (LEAP), Salary Account (JUNO)
Team Size – 100 +
Job Responsibilities:

- Managed product releases from concept to successful launch.
- Worked closely with product and engineering teams and other cross functional teams from concept through development to launch.
- Planned and delivered flawless product by coordinating with various engineering functions such as, but not limited to, development, QA and release management.
- Prepared detailed project plans, generate appropriate metrics to assist with decision making.
- Proactively identified and cleared bottlenecks, carry out escalation management in timely manner, make tradeoffs, and balance the business needs versus technical constraints.
- Identified engineering and product process deficiencies and worked with teams to eliminate them.

Airpay – Associate Project Manager | Aug. 2018 – Jul. 2021
Programs – Acquiring (Bank Integration's) , Merchant Solutions
Team Size – 30 +
Job Responsibilities:

- Responsible for the full project lifecycle management.
- Handling multiple project or product development initiatives.
- Managing team [and team member] deliverable s and timelines to ensure adherence to the project plan
- Conducting Daily Scrum for the Project Team and constantly communicating with client teams keeping them abreast of complete/upcoming milestones, schedule review sessions and provide status reports using our tools we use for project management (Asana)
- Tracking project deliverables and initiate, change requests, out of scope alerts and mobilize project extensions
- Identifying Process Improvement Initiatives and implementing them

LearningMate – Project Coordinator | April. 2016 – Jul. 2018
Programs – Springer Nature (SNT)
Team Size – 45+
Job Responsibilities:
Managing teams, HandlingMultiple Project or Product development initiative, tracking project deliverables, Project scheduling &Budget, Process Improvement, Status report using the management tools.