

APURV DUHAN

Project Manager | Delivery & Execution | PMP • Agile/Scrum • Six Sigma

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Work Authorization: Authorized to work in the U.S. — no sponsorship required (Green Card in process).

PROFESSIONAL SUMMARY

PMP-certified Project Manager with 4+ years delivering cross-functional initiatives across supply chain, financial services, and enterprise technology. Track record: delivered \$600K+ projects with zero schedule slippage, 100% on-time milestones across 16 sprints, 32% defect reduction, and 18–20% operational efficiency gains. Deep expertise in Agile/Scrum, stakeholder and vendor management, budget tracking, risk management, roadmap planning, and KPI/dashboard reporting. U.S. work-authorized, no sponsorship required. M.S. Information Studies (GPA 3.82).

CORE COMPETENCIES

Project Management: Agile/Scrum, Sprint Planning, Backlog Grooming, Kanban, SAFe basics, Waterfall, Risk & Dependency Management (RAID), Change Management, Scope & Schedule Management, Budget Tracking, Roadmap Planning, OKRs, KPI Definition & Reporting, Supply Chain Operations

Tools & Tech: JIRA, Confluence, Asana, Smartsheet, Monday.com, MS Project, ServiceNow, Salesforce, SAP ECC/CRM, Power BI, Tableau, Looker, SQL, Excel (advanced), Lucidchart, REST APIs

Leadership & Comms: Cross-functional Team Leadership, Stakeholder Management, Executive Presentations, UAT Coordination, Process Documentation, Vendor Management, Team Training & Onboarding

PROFESSIONAL EXPERIENCE

M.S. Candidate & Independent PM Consultant

Apr 2025 – Present

Dallas, TX (Remote)

- Completing M.S. in Information Studies (GPA 3.82) while consulting on Agile delivery and process-improvement engagements; earned PMP, Six Sigma Green Belt, and Scrum credentials.

Project Manager

Aug 2024 – Apr 2025

Freedom Mortgage | Dallas, TX (Remote)

- Maintained zero schedule slippage on a \$600K+ project protecting 12,000+ loan accounts by proactively escalating risks via a structured risk register and dependency matrix and delivering weekly status updates to sponsors and senior technology leadership.
- Delivered a zero-defect customer portal migration on schedule and within budget by executing end-to-end project planning, UAT coordination, and cross-functional risk management.
- Cut customer-impacting defects by 32% (measured via sprint defect-density reports) by implementing structured UAT gates, proactive defect triage, and sprint quality checkpoints.
- Achieved 100% on-time milestone delivery across 16 sprints managing a 20-member cross-functional team (engineering, QA, UX, data, business ops) through 2-week Agile cycles.
- Reduced post-launch escalations by 22% vs. prior-quarter baseline by driving usability and workflow redesign with UX and business-operations stakeholders.
- Accelerated requirements alignment by ~3 weeks by translating complex business needs into 160+ user stories with detailed acceptance criteria, minimizing rework and scope creep.

Supply Chain Project Manager

Feb 2022 – Aug 2023

Agilent Technologies | Manesar, India

- Reduced supply-chain delivery turnaround by 18–20% across 18 monthly shipment cycles by leading a process redesign spanning root-cause analysis, SOP standardization, and vendor escalation protocols.

- Maintained 96% supply-continuity compliance across international operations by coordinating 12+ vendors, logistics partners, and customs teams across Germany, Brazil, Europe, and Asia Pacific.
- Built Power BI and Excel KPI dashboards tracking on-time delivery, order accuracy, backlog, and vendor performance across 120+ active SKUs in a multi-region network.
- Executed capital project scheduling and budget tracking for 6 concurrent import work streams, flagging cost variances before they impacted timelines.
- Accelerated new-associate productivity by 30% by coaching and onboarding 5 associates on SAP ECC workflows, SOPs, and operational best practices.

Customer Service Specialist

Jul 2020 – Jan 2022

Bharat Optimum Sales & Services | Gurugram, India

- Improved order-processing accuracy by 15% by designing data-validation checks and SOPs across 50–70 daily SAP ECC transactions.
- Decreased average issue-resolution time by 25% by coordinating cross-functionally between operations and logistics to resolve discrepancies and delivery delays.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Project Management Professional (PMP) – PMI, 2026
- Six Sigma Green Belt – AIGPE, 2026
- Scrum Foundations Professional Certificate (SFPC) – ScrumStudy, 2026
- Agile with Atlassian Jira – LinkedIn Learning, 2026
- Salesforce Certified Platform Foundations – Salesforce, 2024

EDUCATION

M.S. – Information Studies (GPA 3.82)

May 2026

Trine University | Phoenix, AZ

M.B.A. – In Progress

Fall 2026

Trine University | Weekend Program

B.Tech – Computer Science

May 2021

Kurukshetra University | India