

Kartik Begari

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SUMMARY

Programme Manager with 38M+ AED in delivered enterprise AI, SaaS, and ERP programmes. Built PMOs from scratch, deployed AI products for 20+ global enterprises, and led teams of 18. Seeking to apply global AI programme management and PMO expertise to GCC clients. Based in Dubai, available for FTE or FTC.

EXPERIENCE

Program Manager & PMO Lead

ParallelDots Technology

March 2025 - Present, Bangalore, India

Built and managed a PMO responsible for global AI deployments and client delivery operations, centred in India

- Led a team of 18 project managers and coordinators, coordinating delivery across product, engineering, and customer success functions on global engagements.
- Restructured the delivery function from a cluster-based model to a centralized, specialized structure, improving resource utilization across the global project portfolio.
- Implemented the company's PMO, introducing standardized governance structures, project reporting frameworks, delivery metrics, and accountability mechanisms to accelerate AI model deployment for engagements worth 11M AED.
- Directed an enterprise-wide platform migration for 70+ global clients, working backward from client business cycles to achieve 99.9% uptime.
- Implemented an OKR-based performance management system with structured peer feedback models, supporting a 360-degree performance review process.
- Revamped the customer success and delivery team recruiting process, introducing objective grading, case-based take-home assignments, and critical thinking evaluations to raise the talent bar for the delivery function.
- Reduced the recruiting timeline from 4 to 2 weeks through process improvements, hiring 25+ project management and customer success professionals.
- Created training and onboarding materials for new hires, covering project management best practices, product training walkthroughs, and peer support frameworks.
- Developed 15+ new SOPs covering approvals, product deployments, resource allocation, and quality control to improve predictability in project and account delivery.

Sr. Project Manager & Cluster Head

ParallelDots Technology

February 2024 - March 2025, Bangalore, India

Managed enterprise AI deployments for clients across APAC, Europe, and Africa, centred in India.

- Led global delivery operations and customer success for enterprise AI implementations valued at 13M AED, maintaining strong governance, expanding the global client footprint, and delivering measurable client impact.
- Led 6 enterprise AI and image recognition deployments from initial PoC to production across Asia, Europe, and South America, generating 1.1M AED in annual revenue.
- Expanded 2 enterprise clients in Africa and APAC from individual PoC engagements to multi-country AI deployments, breaking into new markets including South Korea.
- Converted 3 pilot implementations into multi-market long-term engagements across Southeast Asia and Africa, strengthening enterprise client partnerships.

Project Manager

Fresh Consulting

August 2021 - December 2023, Seattle, United States

- Governed external vendors and globally distributed engineering teams to deliver high-complexity software and UI/UX projects within scope, time, and budget constraints.
- Delivered technology projects exceeding 25.7M AED in total value, spanning enterprise web platforms, SaaS products, and mobile applications across multiple industries.
- Assumed ownership of a high-risk web and mobile project mid-execution, re-establishing governance to restore client trust and secure a 3-month follow-on engagement.
- Modernized a legacy B2B product into a scalable SaaS platform as part of a 1.8M AED initiative, simplifying the user journey and accelerating global product adoption.
- Oversaw WordPress development projects worth 370K AED for educational and e-commerce companies, converting 2 projects into long-term maintenance engagements.
- Led a 2.7M AED blockchain-based social media app development project, overseeing requirements gathering, solution architecture, UI/UX, and resource allocation.
- Introduced a retrospective framework for the project team, improving delivery maturity and lessons learned, resulting in a 25% increase in project completions.
- Led a data-driven code refactoring initiative that eliminated 3K+ lines, improving performance by 2x and meeting WCAG 2.2 accessibility standards.
- Integrated an internal time tracking and forecasting platform with engineering and operations teams, reducing manual reporting errors by 30% across the organization.
- Developed an internal team lead development program for senior engineers, covering leadership, mentorship, agile practices, and systems design principles.
- Acted as a pre-sales solution consultant alongside the business development team, contributing to client acquisition and deal conversion support.

Project Analyst (FTC)

eBay

February 2021 - May 2021, Salt Lake City, United States

- Supported the North America people experience organization by implementing structured project management frameworks and improving project reporting capabilities.
- Migrated project documentation and tracking processes to Smartsheet, enabling improved transparency and collaboration across multiple HR project teams.
- Built business intelligence dashboards that improved project tracking and strengthened decision-making capabilities for senior stakeholders.

Analytics Consultant (FTC)

Pluralsight

August 2020 - December 2020, Salt Lake City, United States

- Assessed the analytics maturity and reporting capabilities of Pluralsight's Skills Analytics platform, evaluating its value to enterprise clients against market alternatives.

- Benchmarked Pluralsight's Skills Analytics against key competitors, evaluating differences in analytics depth, usability, and enterprise decision-making support.
- Identified gaps in the platform's analytics functionality and customer insights, highlighting product enhancement opportunities to strengthen enterprise value delivery.
- Developed strategic recommendations to strengthen Pluralsight's analytics maturity, addressing unmet enterprise customer needs.

Graduate Student

University of Utah, David Eccles School of Business

August 2019 - May 2021, Salt Lake City, United States

Full-time graduate student in the MBA & MSIS dual degree program.

Advisory Consultant

Deloitte

July 2016 - August 2019, Bangalore, India

Advised Fortune 50 clients on cyber risk and ERP governance from Bangalore delivery centre.

- Delivered cyber risk and technology consulting engagements worth 22M AED for Fortune 50 enterprise clients, focusing on ERP systems, cybersecurity governance, and enterprise technology risk management.
- Rescued a delayed SAP ERP integration project by auditing the project plan, identifying bottlenecks, and ensuring delivery within the original deadline.
- Reduced incident resolution time by 40 hours per month through process redesign and workflow improvements, enhancing support operations for a global client base.
- Managed ERP system support for 200K+ users across 6 global regions and 10+ production systems, ensuring minimal disruption to enterprise operations.
- Developed an automated reporting tool using SQL and Excel macros, reducing manual reporting time by 30% across the client's reporting function.
- Implemented a first-of-its-kind custom security access matrix via SAP Nakisa and served as the SME for all subsequent global rollouts across the service line.
- Led focus group initiatives to identify workplace productivity challenges and presented actionable improvement recommendations directly to senior leadership.

EDUCATION

Master of Business Administration

University of Utah

Master of Science (MSc) - Information Systems

University of Utah

Bachelor of Technology (BTech) - Electrical and Electronics Engineering

Manipal Institute of Technology

CERTIFICATIONS

Project Management Professional (PMP)

PMI

Certified Professional in Managing AI (CPMAI)

PMI

Google AI Professional Certificate

Google

Certified Scrum Product Owner (CSPO)

Scrum Alliance

Professional Scrum Master I (PSM-I)

Scrum.org

SKILLS

Program Management | Portfolio Governance | PMO Establishment | Multi-project Delivery | Strategic Planning | Dependency Management | Critical Path Management | Resourcing and Capacity Planning | Agile (Scrum, Kanban) | Waterfall | Risk and Issue Management | Incident Management | Product Launch Management | Enterprise AI Deployment | AI Lifecycle Management | AI Governance | SaaS Transformation | Enterprise Platform Migration | ROI Analysis | Enterprise Technology Risk Management | Workflow Automation | Business Intelligence | Power BI | Tableau | SQL | OKR Frameworks | Performance Management | Solution Architecture | SOP Development