

PRATIK LENGADE

Technical Program Manager | Enterprise-Scale SaaS Delivery & Implementations | AI Automation | Agile

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• Pune, Maharashtra, IN (Open to Hybrid (Pune) & Remote (India))

Summary

Technical Program Manager with 8+ years of experience driving enterprise SaaS delivery and implementation programs across commerce, AI automation, and high-volume marketplaces.

Served as direct production point of contact for 35+ enterprise clients while owning end-to-end technical delivery—from initial onboarding and complex integration delivery through production readiness, go-live, and hypercare stabilization for 10+ of the organization's largest accounts.

Hands-on technical fluency in REST API integrations, SQL analysis, and advanced observability (Datadog, Athena, CloudWatch) with robust operational governance in SLA management, Root Cause Analysis (RCA), and AI-driven workflow automation.

Key Achievements

Highlights

- **Enterprise Program Governance:** Directed delivery execution for 10+ of the organization's largest enterprise clients (contributing \$6M of \$23M+ ARR), accelerating Time-to-Value (TTV) by orchestrating API milestones and production readiness across 9–24 month delivery cycles.
- **AI-Driven Delivery Transformation:** Built AI-driven workflows across Jira, Slack, PagerDuty, and Zendesk — using the OpenAI API, Zendesk webhooks, and Zapier automation — to resolve 50% of operational queries, driving a 57% YoY efficiency gain and \$150K+ in annual operational savings.
- **Enterprise GMV & Scale:** Drove the technical scaling of fabric's flagship Order Management System (OMS) to support 1.25M orders and \$157M GMV. Translated complex Product Requirements Documents into execution plans, contributing to a 124% YoY growth trajectory toward a ~\$2.5B annualized run rate for the platform's largest client.
- **Production Governance Built to Last:** Protected enterprise SLAs and cut MTTR by 70% by establishing release process and accountability governance across 40+ environments (Production and Sandbox) processing 1B+ API transactions.
- **AI Taxonomy:** Supported a 200% increase in Answer Engine Optimization (AEO) visibility for early-access clients by spearheading data taxonomy, vertical and category mapping across 500+ domains for a newly launched AI product.

Experience

Bounteous

India, Pune (Remote)

Program Management Consultant

06/2026 - Present

Bounteous is an AI services firm and an end-to-end digital transformation company.

- **Enterprise System Migration:** Led the zero-downtime technical migration of five core services (OMS, PIM, Offers, Integration, and Payment) and their underlying microservices from fabric to Bounteous, supporting a commerce platform processing \$2.5B in GMV across multiple retail brands within Knitwell Group.
- **Hypercare & Risk Mitigation:** Directed hypercare triage and resolution across 35+ tickets per day, orchestrating engineering, operations, and DevOps teams to stabilize inherited systems within 7–10 weeks of migration.
- **Observability Architecture:** Designed a standardized alert triage framework, configuring ServiceNow tickets and project structures for the Knitwell Group operations team while deploying 54 new health-check and anomaly monitors and rationalizing 250+ inherited monitors across all 5 core services down to 150 — reducing time to identify and resolve alerts.
- **Engineering & Noise Reduction:** Authored Datadog runbooks for critical microservices (EKS, MongoDB, SQS, Identity, OMS), reducing systemic ticket noise by 98% in three weeks (161 → 2 tickets).
- **Incident & SLA Governance:** Owned production-readiness governance to guarantee Time-to-Respond SLA commitments, building a 5-tier incident escalation framework in xMatters — partnering with engineering and operations to define escalation levels, on-call coverage, and documentation — improving compliance from 75% to 100% with zero breaches.

fabric

India, Pune (Remote)

Technical Program Manager II – Customer Delivery

12/2020 - 06/2026

fabric - Seattle, Washington

US-based SaaS company building commerce, OMS, and AI solutions for enterprise clients.

- **Enterprise Delivery:** Owned delivery roadmap and synchronized overlapping release schedules across distributed engineering teams (OMS, PIM, Offers, Payments) to manage simultaneous monthly rollouts and hotfix escalations, sustaining a 99% on-time release rate and an 87%+ on-time feature delivery rate.
- **Budget & Resource Governance:** Partnered with engineering to scope delivery estimates for \$500K–\$1.5M+ projects, evaluating technology options and sourcing vendors. Owned SOW drafting, project scope, WBS, and RAID logs as the single source of truth for cross-functional alignment on timelines, status, and SLA parameters.
- **Cross-System Integration & Governance:** Coordinated 300+ API integrations across Manhattan DOM, Oracle ATG, SAP, Salesforce Commerce Cloud, and Walmart SDD, implementing RAG-based governance that cut integration issues 20% and accelerated time-to-integrate 35% through reusable documentation and standardized methods.
- **Stakeholder & Client Management:** Led client reviews and internal WBRs with 50+ stakeholders across departments (executive, marketing/sales, engineering, and product management leadership), driving renewals, SLA/CSAT reporting, and visibility into milestones and risk.
- **Roadmap & Strategic Planning:** Collaborated with leadership to define the automation and support roadmap, integrating 3+ quarterly feature requests from customer feedback into platform-level efficiency priorities that improved product usability.

Experience

- **Career Progression:** Earned an internal promotion during my 5.5-year tenure, growing from a production-focused delivery role into full ownership of enterprise-wide technical delivery, budget governance, and stakeholder management.
- **Platform Reliability & Risk Governance:** Enforced deployment governance and zero-regression rollouts to sustain platform uptime, while cutting recurring severity-repeat incidents by 90% through a Root Cause Analysis (RCA) and Correction of Error (COE) program with engineering teams.
- **Workflow Automation:** Automated 7+ operational workflows across engineering teams, saving approximately 110 hours per week in manual incident and ticket-handling effort.
- **Technical Leadership:** Managed an 11-member technical operations team on observability and production platform operations, sustaining a 93%+ CSAT score. Participated in interview panels to support team hiring and guided new joiners through onboarding on standardized processes.

Flipkart

India, Bengaluru (On-Site)

Project Specialist

11/2018 - 05/2020

Flipkart Internet Pvt. Ltd - Bengaluru, India

One of India's largest e-commerce marketplaces, serving millions of customers.

- **Conversion Optimization:** Improved Flipkart Supermart autosuggestions by 20% in 6 months through catalog optimization and search relevance tuning.
- **Search Relevance & Discovery:** Improved search relevance and product discoverability across Flipkart website, contributing to a 50% increase in user engagement.
- **Data-Driven Quality Governance:** Managed data taxonomy and catalog governance for 300+ daily SKUs, reducing seller defect rates and complaints by 15%.
- **User Insight and Vendor Coordination:** Analyzed 1,000+ customer reviews per week and NPS telemetry alongside 50+ weekly vendor partnerships, translating friction points into 3-4 actionable feature recommendations per month.

Aegis

India, Bengaluru (On-Site)

Operations Executive

10/2017 - 11/2018

Staffing partner — deployed to Flipkart marketplace operations

- **Process & Operational Efficiency:** Decreased merchant onboarding time 45% and boosted operational efficiency 30% by auditing documentation/CRM workflows and building Excel-based KPI dashboards.
- **Issue Resolution:** Independently resolved 50+ daily technical escalations and seller disputes while maintaining a 90%+ CSAT score.

Skills

Technical Domains:

Technical Delivery Leadership · API Integrations · Production Readiness · Go-Live & Hypercare Support · Risk Management & RAID Logs · HLD & LLD Documentation · Jira Automation · Change Management · Resource & Vendor Management · Stakeholder Management · Strategic Planning · Roadmap Management

AI Automation & Analytics: OpenAI API · Claude · Prompt Engineering · Bits AI (Datadog) · Zapier

Observability & Cloud: AWS (EKS / SQS / CloudWatch / Athena) · MongoDB · Datadog · REST APIs · SQL

Tools & Platforms:

Jira · Confluence · PagerDuty · xMatters · Microsoft Excel · Microsoft Project · SAP · Salesforce Commerce Cloud · Oracle ATG · ServiceNow · Lucidchart · Zendesk · Microsoft Copilot

Methodologies: Agile · SDLC · Waterfall · Scrum · Kanban · ITIL · Lean Six Sigma

Certifications

[Google AI Professional Certificate](#) — Google

[AWS Cloud Solutions Architect Professional Certificate](#) — AWS

[IBM AI Foundations for Business Specialization](#) — IBM®

[Microsoft Azure AI Professional Certificate](#) — Microsoft

[GenAI for Project Managers](#) — PMI®

[AI in Agile Delivery](#) — PMI®

[Prompt Engineering for Project Managers](#) — PMI®

[Agile Project Management Professional Certificate](#) — Atlassian

[Lean Six Sigma Green Belt](#) — Coursera

Languages

English Proficient

Hindi Native

Marathi Native