

Narendra Kumar Gupta *Delivery Manager*

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Technical Delivery Manager with **6+ years** delivering **B2B SaaS platforms** powered by **AI computer vision, IoT and real-time data**. Currently own end-to-end delivery of **2 enterprise SaaS products** running across **185 live client sites**, managing an **INR 5 Cr+ revenue portfolio**. Led a major platform upgrade from **RFID to AI-based recognition and damage detection**. Previously rolled out an **enterprise-level SaaS platform to 25 client sites** with **40+ member cross-functional teams**, and delivered **12+ SaaS, web and mobile products** for clients. Work with engineering as a peer on **architecture, APIs and system integrations**, and run **Agile/Hybrid delivery, POCs, client requirement sign-off and go-live**.

Achievements

- **Scaled delivery from 12+ client products to 200+ live enterprise sites**, currently owning an INR 5 Cr+ revenue portfolio for clients including CWC, JSW, DHL Malaysia, JK Tyre and Haier.
- **Led 6 AI and GenAI initiatives across 2 companies**: a live RFID-to-computer-vision platform upgrade, 3 enterprise AI POCs, an AI-counting SaaS platform and a GenAI support pipeline handling 100+ tickets a day.
- **Grew from Team Lead to leading 40+ member cross-functional teams**, earning promotion within 6 months, and turned around a critically delayed go-live in 25 days.

Skills

- **Delivery Management**: End-to-End SDLC & SaaS Delivery · Multi-Site Rollouts · Agile (Scrum, Kanban) · Hybrid (Agile + Waterfall) · Sprint Planning & Reviews · Release & Go-Live Management · POC Management · RAID / Risk & Dependency Management · Change Control · UAT & Hypercare
- **Client & Business**: Enterprise Client Management · Requirement Analysis & FRD Sign-off · Escalation & Vendor Management · Revenue Portfolio Management · Budgeting, CAPEX & OPEX · Pre-Sales Demos & Solutioning
- **Leadership & Governance**: Cross-Functional Team Leadership · Resource & Capacity Planning · Stakeholder Management & Reporting · KPI & Delivery Metrics · Process Improvement · SLA, SLO & Delivery Governance
- **AI & Automation**: Computer Vision (AI Recognition, Damage Detection, AI Counting) · GenAI Workflow Automation (n8n, AssemblyAI, JIRA API) · IoT Integrations (RFID, BLE, RTK, Cameras, Sensors)
- **Technical Fluency**: SaaS Architecture · APIs & Webhooks · System & ERP/SAP Integrations · SQL · AWS · Docker · CI/CD · RabbitMQ · Kafka
- **Tools**: JIRA · JIRA Automation · Confluence · Zoho Projects / Sprints / Flow · MS Project · Notion · Figma · Power BI · Advanced Excel · MS Teams

Professional Experience

Delivery Manager

Apr 2026 – Present | Delhi, India

Lynkit Solutions

- Own end-to-end delivery of **2 enterprise SaaS products, LynkID and Lynkgrid**, running across **185 live sites** for clients including **CWC (180 sites) and JSW**.
- **LynkID** is an **AI vision and IoT platform** for access automation and asset tracking. **Lynkgrid** is a **real-time asset positioning and task-management platform** built on GPS-RFID and RTK.
- Manage an **INR 5 Cr+ revenue client portfolio**, owning escalations, change requests, SLA adherence and continuous improvement across the live estate.
- **Led the upgrade of LynkID from RFID to AI computer vision**, adding **AI-based number-plate and ID recognition and damage detection**. Defined requirements and scope, coordinated engineering, QA and site teams, and managed client communication through the change.
- **Delivered 3 successful enterprise POCs, dock automation for DHL Malaysia and AI-based counting for JK Tyre and Haier**, covering scoping, success criteria, FRD sign-off and on-site validation.
- Run **requirement analysis and FRD sign-off** with client stakeholders, turning business needs into scoped, sprint-ready work.
- Partner with **Sales and Marketing** on product positioning and promotion, and deliver **10 product demos** to enterprise prospects.
- Coordinate **15+ people across engineering, QA, implementation, sales and marketing** on Zoho, running sprint planning, sprint reviews and daily stand-ups.

Project Manager

Dec 2024 – Apr 2026

AMAZIN Automation Solutions

Gurugram, Haryana

- **Rolled out FIRLO, an enterprise SaaS platform** automating vehicle movement, access control and weighment, across **25 client sites**. It integrated **RFID, cameras, weighbridges and ERP/SAP**.
- Ran a **Hybrid delivery model** across **40+ member cross-functional teams** of developers, DevOps, QA, IoT engineers and third-party vendors.

- **Turned around a critically delayed site go-live in 25 days** by re-baselining scope, restructuring execution and prioritising risks.
- **Defined AIAP, an AI-counting SaaS platform.** Wrote the **PRD**, the **data ingestion API contract** and the **integration brief** for the external AI model team.
- Designed AIAP's **4-tier role and permission model** and **multi-channel notification framework**.
- **Launched a GenAI support-automation pipeline** (n8n + AssemblyAI + JIRA API) that turns **100+** daily support calls into **auto-created, auto-assigned tickets across 17 sites**, ending manual ticket logging and assignment.
- Governed **change requests with financial impact analysis** (cost, schedule, resources) before approval, and supported **CAPEX/OPEX planning**.
- Delivered **20+ product demos** to prospects and led **end-user training, adoption documentation and handover** to client operations teams.

Project Manager (Jan 2021 – Nov 2024) · Team Lead (Jul 2020 – Dec 2020)

Jul 2020 – Nov 2024 | Remote

The Digital Sarathi

- **Promoted from Team Lead to Project Manager within 6 months** for delivery ownership and client management.
- Delivered **12+ SaaS, web and mobile products** end-to-end for clients in **healthcare, education, e-commerce and on-demand services**, from requirements through UAT, deployment and handover.
- Key deliveries included a **multi-app platform** for customers, a **healthcare membership portal** for partner healthcare centres, multiple **e-commerce platforms**, a **Laundry Management ERP** and a **multi-level competition and sponsorship portal**.
- Turned client requirements into **user stories and prioritised backlogs**, and planned **iterative releases** aligned to business priorities.
- Ran **sprint planning, backlog refinement and daily stand-ups** for cross-functional teams of developers, designers, DBAs and QA.
- As **Team Lead**, owned **solution architecture, database design and code reviews**, including for a learning platform that took a coaching institute from offline to online.

Products I have Built

Product Owner

2026 – Present

Locara: Property Operations SaaS

- Wrote the **BRD/FRD** and **WBS** for a multi-role SaaS covering onboarding, agreements, billing, ledger, approvals and audit.
- Directing an **AI-assisted build** on **NestJS, Next.js, Flutter, PostgreSQL, Redis and RabbitMQ**, with every commit traced to a WBS feature ID.

Product Owner

2026 – Present

JMP: AI Job-Lead Management SaaS

- Built and run a **multi-user SaaS** that syncs leads through the **Gmail API**, scores job fit with **OpenAI**, and manages outreach, reminders and a Kanban pipeline.
- Deployed on **AWS (EC2, RDS)** with **Docker, GitHub Actions CI/CD and PostgreSQL**.

Certifications

- **PMP Exam Prep, 35 Contact Hours, 2025**
- **Microsoft Project Complete, 6 PDUs, 2026**
- **Jira & Confluence with Real-World Examples, 2026**
- **Complete Microsoft Advanced Excel, 2026**

Education

Dr. A.P.J. Abdul Kalam Technical University (AKTU), Lucknow

B.Tech, Computer Science & Engineering