PRATIK LENGADE

Technical Program & Delivery Manager | Enterprise Commerce SaaS | OMS & API Integrations

+91 9164935014 | pratiklengade@gmail.com | pratiklengade.com | linkedin.com/in/pratik-lengade
Pune, MH, India | Available Immediately

SUMMARY

Technical Program Manager with 8+ years in enterprise SaaS and e-commerce, specializing in commerce and OMS implementations.

Direct production point of contact for 35+ enterprise clients, owning end-to-end delivery from onboarding and integration through go-live and hypercare for 10+ of the organization's largest accounts.

Led an 11-member technical operations team. Hands-on with REST API integrations, SQL analysis, observability tools (Datadog, Athena, CloudWatch) and AI-driven workflow automation.

KEY ACHIEVEMENTS

- Directed delivery as executive point of contact for 10+ of Fabric's largest enterprise accounts (20%+ of company ARR), running WBRs for 50+ stakeholders and partnering with CSMs on renewals and churn risks.
- Led post-migration stabilization of Knitwell Group's $2B+ GMV retail platform (Chico's, WHBM, Soma) with 30+ engineers and stakeholders, after supporting the zero-downtime migration of 5 core services.
- Saved $150K+ a year in avoided hiring and tooling costs by automating 110+ manual hours a week, a quarter of the team's workload, with AI-driven workflows.
- Mapped data taxonomy, verticals and categories across 500+ domains for a new AI product at Fabric, strengthening its AI search (AEO) visibility.

EXPERIENCE

Bounteous

Pune, India (Remote)

Program Management Consultant **06/2026 - 08/2026**

Fixed-term 3-month contract. Moved with the Knitwell Group platform to support its migration and stabilization.

- Served as program lead and SRE for post-migration stabilization of Knitwell Group's retail brands, after supporting the technical migration of OMS, PIM, Offers, Integration and Infrastructure and their microservices.
- Raised Time-to-Respond SLA compliance from 75% to 100% by building a five-tier xMatters escalation framework.
- Wrote Datadog runbooks for EKS, MongoDB, SQS, Identity and OMS, cutting systemic ticket noise by 98% in three weeks (161 to 2 a week).
- Stabilized inherited systems within 10 weeks by directing hypercare triage of 35+ Sev 1 and Sev 2 tickets across engineering, operations and DevOps.
- Reduced 250+ legacy monitors to 150, added 54 new ones and standardized alert triage in ServiceNow.

Fabric

Pune, India (Remote)

Technical Program Manager II, Customer Delivery **12/2020 - 06/2026**

Seattle-based commerce SaaS. Promoted internally. Reported to the Senior Director, Customer Delivery.

- Owned the delivery roadmap for OMS, Offers, Cart and Checkout across 100+ production releases and hotfixes, shipping 99% of scheduled releases on time and delivering 87%+ of committed features in their planned release.
- Gave final production sign-off on every release (features, enhancements, hotfixes) after go/no-go reviews with engineering and clients, keeping rollbacks under 5%.
- Scaled the flagship OMS for Knitwell Group, its largest client, from one brand (1.25M orders, $157M GMV) to three (Chico's, WHBM, Soma) over 2023–2025, growing volume through the OMS 124% YoY, and led integration scoping, feature scoping with product, and release and incident management.

- Supported 10+ enterprise integrations (Manhattan DOM, Oracle ATG, SAP, WorldPay, SFMC, SFCC, Kount, Parcel Lab, Borderfree, Walmart SDD), helping cut issue rates from 33% to 20% and integration time from 6–7 to 4 weeks.
- Guided an 11-member technical operations team at 93%+ CSAT. Interviewed and trained new hires and wrote the SOPs, workflows and documentation the team used, including docs published on the company website.
- Built AI workflows across Jira, Slack, PagerDuty and Zendesk, with OpenAI API ticket summaries and automated responses, that resolved 50% of 70+ weekly operational queries and saved 110+ manual hours a week.
- Cut repeat incidents by 90% within a year (from 5–6 same-issue tickets a week) by analyzing ticket trends every quarter, tracing root causes in CloudWatch and webhook logs and presenting RCAs to engineering and clients.
- Scoped $500K to $1.5M+ projects with engineering and owned the SOWs, WBS and RAID logs.

Flipkart

Bengaluru, India

Project Specialist

11/2018 - 05/2020

- Improved Supermart autosuggestion click-through rate and accuracy by 20% in 6 months, part of a 50% lift in overall search engagement, measured from suggestion click through to purchase.
- Managed catalog taxonomy for 300+ SKUs a day, cutting seller defects and complaints by 15% in three quarters.
- Turned 1,000+ weekly customer reviews and NPS data into 3–4 feature recommendations a month.

Aegis

Bengaluru, India

Operations Executive

10/2017 - 11/2018

Staffing partner deployed to Flipkart marketplace operations.

- Shortened merchant onboarding and improved team efficiency through CRM audits and KPI dashboards.
- Handled 50+ technical escalations and seller disputes a day at 90%+ CSAT.

SKILLS

- **Delivery & Release:** Release Management | Production Release Sign-off (Go/No-Go) | Go-Live & Hypercare | Incident Management (Sev 1/Sev 2) | RCA | SLA Management | SOW, WBS & RAID | Agile Delivery (Scrum, Kanban) | ITIL
- **Commerce & Cloud:** OMS | PIM | Manhattan DOM | SAP | Salesforce Commerce Cloud | Oracle ATG | Walmart SDD | REST APIs | AWS (EKS, SQS, CloudWatch, Athena) | Datadog | MongoDB | SQL | Cloudflare
- **AI & Tools:** OpenAI API | Claude Code | GitHub Copilot | Google Antigravity | Zapier | Jenkins | GitHub Actions | Jira | Confluence | ServiceNow | PagerDuty | xMatters | Zendesk

AI PROJECTS

AI Builds

08/2026 - Present

- Designed, built and launched pratiklengade.com end to end, including the domain, DNS, hosting and security on Cloudflare, with a GitHub Actions CI/CD pipeline from staging to production.
- Prototyped an expense-splitting app and a playlist sorter with Claude Code, GitHub Copilot and Antigravity.

CERTIFICATIONS

- AWS Cloud Solutions Architect Professional Certificate, AWS
- Google AI Professional Certificate, Google
- Microsoft Azure AI Professional Certificate, Microsoft
- IBM AI Foundations for Business Specialization, IBM
- GenAI for Project Managers, PMI
- AI in Agile Delivery, PMI
- Agile Project Management Professional Certificate, Atlassian

LANGUAGES

English (Fluent) Hindi (Native) Marathi (Native) Kannada (Native)