

# Krishna Koundinya Vutukuru

Delivery Professional — Project, Programme & Operations Management

Hyderabad, India | [kkcv.is-a.dev](https://kkcv.is-a.dev) | Remote / Hybrid · Open to Permanent & Contract

## PROFESSIONAL SUMMARY

Delivery professional with a 95% on-time track record across social enterprise, consulting, infrastructure, and technology, managing programmes at 700+ participant scale and multi-site infrastructure projects with equal consistency. Skilled in cross-functional coordination, risk management, and process automation across remote and hybrid teams. Structured delivery discipline and measurable outcomes, delivered consistently across contexts.

## CORE COMPETENCIES

### Project & Programme Delivery:

Programme Management · Full-Lifecycle Management · Scope Definition · Milestone Tracking · Risk Management · Change Control · Resource Allocation · Agile / Scrum · Sprint Planning · Hybrid Delivery

### PMO & Governance:

SLA Governance · KPI Monitoring · Cross-Functional Coordination · Status Reporting · Postmortem Analysis · Escalation Management · Process Documentation · Audit Reporting

### Operations & Process:

Business Process Improvement · Workflow Automation · SOP Design · Incident Management · Team Leadership & Mentoring · Lean Six Sigma · Vendor Coordination · Capacity Building

### Stakeholder & Client Management:

Stakeholder Reporting · NGO & Partner Management · Client Relationship Management · Requirements Gathering · Escalation Resolution · Startup & Ecosystem Engagement

### Learning, Reporting & Documentation:

LMS Operations (nLearn / nDigital) · Programme Dashboards · Case Study Documentation · Workshop Facilitation · Trainer & Speaker Coordination · Impact Reporting

### Tools & Platforms:

MS Project · Trello · Kanban · SharePoint · Slack · Zoom · Google Workspace · Zendesk CRM · Microsoft 365 · AI-Augmented Workflows

## PROFESSIONAL EXPERIENCE

### Project Manager · Contract

Aug 2024 – Nov 2024

#### Jagriti Enterprise Centre · Mumbai, India

Social entrepreneurship organisation providing end-to-end remote programme delivery for an alumni ecosystem data initiative, coordinating cross-functional remote teams against a fixed delivery schedule.

- Led end-to-end delivery of a community data and ecosystem mapping programme, improving participant data accuracy by **20%** and enabling stronger analytical reporting for NGO leadership and stakeholder partners.
- Directed a team of 5 across planning, milestone tracking, and dependency management, achieving **on-time, within-budget delivery** of all contracted programme deliverables against a fixed schedule.
- Designed a structured stakeholder communication framework covering weekly progress reports, **risk registers**, and escalation protocols — ensuring full transparency with senior leadership throughout the programme lifecycle.
- Coordinated distributed programme tracking via **MS Project** and **Trello**, maintaining real-time visibility across all workstreams for a remote, cross-functional team.

### Digital Operations Coordinator · Contract

Dec 2021 – Feb 2022

#### Jagriti Yatra · Mumbai, India (Remote)

National innovator programme delivering remote digital operations and cohort management for 700+ participants spanning entrepreneurs, ecosystem builders, and social innovators across India.

- Designed and executed a fully remote cohort onboarding programme for **700+ participants**, achieving a **95% completion rate** through workflow automation, digital collaboration platforms, and standardised SOPs.
- Coordinated end-to-end programme operations including scheduling, **mentor and expert speaker logistics**, participant communications, and vendor management, improving satisfaction scores by **10%**.
- Implemented a postmortem and monitoring framework that reduced critical incident recurrence by **25%**, strengthening operational resilience across all execution workstreams.
- Managed multi-stakeholder communications across NGO partners, programme leads, and participant cohorts, maintaining full alignment throughout a fully distributed delivery environment.

**Team Lead — Operations**

Jun 2020 – Dec 2021

**Nspira Management Services Pvt. Ltd** · Hyderabad, India*Education management consulting firm supporting operations leadership, performance standardisation, and digital learning platform management across a 500+ school network.*

- Led and developed a **team of 14**, achieving a **20%** improvement in overall performance through structured SLA adherence monitoring, targeted coaching, and feedback cycles.
- Maintained a **95%** on-time delivery rate across concurrent workstreams through hybrid Agile-Waterfall delivery, proactive risk forecasting, dependency tracking, and early escalation to senior stakeholders.
- Architected and deployed standardised operating procedures across key workflows, reducing project integration time by **10%** and improving cross-unit execution consistency throughout the organisation.
- Managed day-to-day operations of in-house **LMS platforms (nLearn & nDigital)** — online class scheduling, student enrolment, digital exam management, and content upkeep across the school network, building end-to-end LMS administration expertise.
- Produced weekly and monthly performance dashboards presenting KPI summaries and variance analysis to senior management, supporting data-driven decision-making.
- Managed stakeholder escalations as primary resolution point, maintaining client satisfaction through structured conflict-resolution and communication frameworks.

**Project Coordinator** · Contract

Mar 2019 – Apr 2020

**The Singareni Collieries Company Ltd** · Kothagudem, India*State-owned industrial conglomerate overseeing concurrent infrastructure project coordination across multi-site operations, vendor management, and senior management reporting.*

- Coordinated **5+ concurrent** infrastructure maintenance projects, managing inspection schedules, vendor timelines, and repair workflows, reducing equipment downtime by **10%**.
- Introduced a centralised project status tracker adopted across the site team, improving cross-department visibility and reducing reporting turnaround time significantly.
- Maintained audit-ready project documentation, progress dashboards, and tracking logs for accurate senior management reporting across all active projects.
- Liaised across engineering, procurement, and operations functions to align resource availability with project milestones and minimise schedule risk.

**EARLIER EXPERIENCE****Associate, Client Advisory** · Wipro Limited

Sep 2016 – Nov 2016

Business needs assessments and technology solution advisory for global enterprise clients.

**Associate, Technical Services** · Motorola Home India

Sep 2015 – Aug 2016

Technical escalation resolution and SLA compliance, improving customer satisfaction scores.

**PROFESSIONAL CERTIFICATIONS****McKinsey Forward Programme**

Dec 2025

McKinsey & Company [↗ Verify credential](#)**AI for Managers**

Feb 2026

Microsoft & LinkedIn Learning [↗ Verify credential](#)**Fundamentals of Predictive Project Management**

May 2024

Project Management Institute (PMI) [↗ Verify credential](#)**Machine Learning with Python — Level 1**

Oct 2023

IBM [↗ Verify credential](#)**Lean Six Sigma Yellow Belt**

Sep 2020

Anexas Europe

**EDUCATION****Bachelor of Commerce (B.Com)** · Kakatiya University, Warangal, India**AWARDS & RECOGNITION****Guinness World Records Holder:** AI-for-India 1.0, GUVI & AICTE (Apr 2021), the world's largest tech-literacy event.**T-SIG Covid-19 Warrior:** Telangana Government CSR Cell (Nov 2021), recognised for operational coordination and community response.**COMMUNITY & LEADERSHIP**

- Lead Organiser, **Hyderabad Triathlon** (2017–2020), covering field logistics, vendor coordination and participant management.
- Core Organiser, **Hyderabad Cycling Club** (2016–2022), managing operations and member engagement for a 500+ member community.
- Engine Room Member, **Jagriti Yatra** (2020–2022), contributing to India's flagship social entrepreneurship programme.

**LANGUAGES**

Telugu (Native) · English (Fluent) · Hindi (Conversational)