NITIN RAJPUT

Senior Project Manager | Scrum Master (CSM) | Agile Delivery and Project Governance

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PROFESSIONAL SUMMARY

Senior Project Manager and Certified Scrum Master with 10 years of experience delivering software programmes across SaaS, PropTech, FinTech and enterprise software. Has paired project management ownership with Scrum Master accountability since 2016, running sprint planning, ceremonies, backlog refinement and impediment removal alongside scope, release readiness and change control on the same accounts. Establishes delivery governance where none exists, covering RAID logs, UAT sign-off, escalation paths and executive reporting, and manages teams against velocity, sprint carryover, blocker ageing and defect escape rate. Delivered AI products at REAL Broker (HeyLeo) and Builder.ai (Natasha AI).

PROFESSIONAL EXPERIENCE

Project Manager

Oct 2024 to Mar 2026

REAL Broker, LLC (role ended in company restructuring) — Mumbai, India (US-based team)

- Managed end-to-end delivery of 8 PropTech platform modules across two parallel Scrum teams of 10 to 15 members, owning sprint planning, backlog refinement, release readiness and change control.
- Served as Scrum Master for both teams and introduced a structured impediment tracking workflow, reducing average blocker resolution time from 4 days to under 2.
- Increased sprint velocity by 20% across two consecutive quarters and reduced sprint carryover by 20%, measured on YouTrack, while maintaining RAID logs, change control, UAT sign-off and executive reporting.
- Delivered HeyLeo, an AI product within the REAL Broker platform, defining acceptance criteria with the Product Owner and securing business sign-off before each production release.
- Automated sprint reporting and release documentation using ChatGPT and Claude, reducing manual reporting effort by approximately 5 hours per week across both teams.

Project Manager

Aug 2022 to May 2024

Builder.ai (role ended in company restructuring) — Delhi NCR, India

- Directed 3 to 7 concurrent web and mobile projects for D2C and B2B clients internationally, managing cross-functional teams of 7 to 25 with full ownership of scope, timelines and resource allocation.
- Served as Scrum Master across distributed teams, resolving over 90% of delivery blockers within the active sprint and stabilising sprint commitment-to-completion ratios portfolio-wide.
- Delivered the Natasha AI workstream, Builder.ai's product specification tool, leading backlog refinement with the Product Owner and QA sign-off across successive release cycles.
- Established RAID tracking, change management and executive reporting frameworks across all accounts, sustaining on-time delivery and zero unresolved client escalations over a 22-month tenure.

Chief Technology Officer

Aug 2021 to Jul 2022

Alfobit Technologies — Delhi NCR, India

- Directed technical delivery across 8 concurrent client engagements, defining scope, SDLC plans, milestone roadmaps and resource allocation through build, QA and client acceptance.
- Implemented QA checkpoints, UAT protocols and release readiness gates where no formal quality process existed, reducing client-reported defects at handover by 40%.
- Served as Scrum Master for the delivery pods alongside the CTO remit, chairing sprint planning, reviews and retrospectives.

Project Manager

Aug 2020 to May 2021

Grappus — Delhi NCR, India

- Delivered 6 web and mobile projects for international clients, leading design, engineering and QA teams from requirements through production release.

- Combined project management with Scrum Master accountability, facilitating sprint planning, daily stand-ups and retrospectives for a shared delivery pod.
- Completed 5 of 6 engagements on schedule and recovered the sixth within one sprint through replanning and early escalation.

Project Manager (PSA)

Nov 2018 to Jan 2020

Cvent

Delhi NCR, India

- Managed multi-phase technology rollouts for enterprise clients, coordinating 10 to 20 stakeholders across product, engineering and operations and setting scope, milestones and acceptance criteria per phase.
- Maintained zero SLA breaches across a 14-month engagement through a live risk register, structured escalation handling and fortnightly executive reporting.

Project Lead

Jan 2016 to Nov 2018

Muffin Technologies Pvt Ltd

Delhi NCR, India

- Led Agile delivery of web, mobile and UI/UX projects as Project Manager and Scrum Master, owning sprint planning, backlog management, ceremonies and client communication across concurrent accounts.
- Transitioned a team from ad hoc timelines to fixed sprint cycles, coaching them on estimation, backlog hygiene and Definition of Done and reducing client sign-off cycles by 30%.

Junior PHP Developer

Jul 2015 to Dec 2015

Netlings

Delhi NCR, India

- Developed web application features in PHP, HTML, CSS and JavaScript, building a foundation in SDLC practices, code review and structured development workflows.

CERTIFICATIONS

- Certified Scrum Master (CSM), Scrum Alliance, Certificate ID 001823375, 2026
- Project Management Professional (PMP), Project Management Institute, in progress

TOOLS AND TECHNOLOGIES

Delivery and Tracking: JIRA, Confluence, YouTrack, Asana, Trello, MS Project, Smartsheet

AI and Productivity: ChatGPT, Claude, Gemini for sprint reporting, documentation and backlog grooming

Technical: HTML, CSS, PHP, JavaScript, WordPress, Shopify, Webflow, AWS

Methodologies: Agile, Scrum, Kanban, Scrumban, Waterfall, Hybrid

Domains: SaaS, FinTech, PropTech, Enterprise Software, D2C, B2B

EDUCATION

Bachelor of Technology, Information Technology

Maharishi Dayanand University, Haryana, India | 2010 to 2014 | Languages: English, Hindi

CORE COMPETENCIES

Scrum Master: Sprint ceremonies, backlog refinement, impediment removal, velocity and carryover tracking, Definition of Done, team coaching

Project Delivery: End-to-end project management, scope and change control, RAID logs, risk mitigation, UAT, release readiness

Stakeholder and Governance: Cross-functional leadership, executive reporting, global client engagement, escalation and dependency management