

# Vinita Porlekar

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## Professional Summary

Results-driven Technical Project Manager with 5+ years of experience leading AI, e-learning, and chatbot projects. Skilled in Agile, automation, and stakeholder collaboration. Proven track record of optimizing workflows, cutting development time, and improving user engagement.

## Education

- M.S. Information Systems, Northeastern University – Arlington, VA (Expected Sep 2025)
- B.E. Computer Engineering, University of Mumbai – Mumbai, India (May 2019)

## Core Skills

Agile (Scrum, Kanban) • Jira • Microsoft Project • AI Chatbots • Workflow Automation

REST APIs • Postman • Google Workspace • Cross-functional Leadership

Client Engagement • KPI Tracking • Risk Mitigation • Certified Scrum Master

## Experience

### Technical Project Manager

Tercera - Hurix Digital | Sep 2023 – Present

- Led cross-functional teams to deliver AI and e-learning projects; cut dev time by 80% and managed \$300K+ budgets.
- Architected an e-learning platform (Dictera) that increased learner engagement by 80%.
- Built AI-powered mock interview tool (Job Ready), boosting student placement preparedness by 75%.
- Deployed AI recruitment dashboards (Hirezy), reducing time-to-hire by 75%.

### Senior Analyst

Jio Platforms - Haptik | Jun 2021 – Sep 2023

- Delivered enterprise chatbot solutions, improving customer support efficiency by 80% and adoption by 60%.
- Launched fan-engagement bot for Mumbai Indians IPL team, increasing user interaction by 75%.
- Developed AI shopping assistants for Tira (↑ engagement 88%) and JioMart (↓ resolution time 80%).

### Application System Analyst

Planet Next Gen | Nov 2019 – Jun 2021

- Led automation projects in supply chain and e-learning; reduced inefficiencies by 20% and training time by 50%.
- Optimized Foodland inventory system, decreasing waste by 55%.
- Built training platforms for McDonald's and reporting tools for Kings College Hospital & PepsiCo, improving decision-making by 70%.