



Shubheek Kumar

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Core Skills:

- AI-Driven Project Management
- AI Workflow Automation
- Digital Transformation
- Agile & Scrum
- UX/UI Design
- eLearning & Gamification
- SCORM & WBT Development
- Stakeholder Management
- Leadership Communication
- Multimedia Campaigns
- Executive Presentations
- SharePoint & Intranet Management
- Resource & SLA Management
- Reporting & Analytics

Awards and recognition:

- Spotlight of the year 2023 | Issued by GrowthOps Genpact (Dec 2023)
- Gold Team Award | Issued by Information Security Genpact (Oct 2021)
- Appreciation Certificate | Issued by Department of Education, Delhi (Apr 2010)

Project Management Officer and Certified Scrum Master (CSM) with 19+ years of experience in AI-enabled digital transformation, project management, UX/UI strategy, eLearning, multimedia communication, and enterprise creative operations. Proven expertise in leading global delivery programs, building high-performing teams, and driving AI adoption through workflow automation, intelligent content creation, and data-driven execution models.

Experienced in managing AI-powered digital learning solutions, executive communication projects, gamified learning, microsites, UX/UI initiatives, and enterprise multimedia platforms. Strong background in Agile delivery, stakeholder management, SLA governance, resource planning, and scalable digital innovation across global organizations.

GENPACT | Gurgaon, India

PMO - Senior Project Manager | May 2023 - Present

Skills: Monday.com · Monday · UX · Agile Methodologies · Scrum · Articulate 360 · Project Management · Microsoft Suites · Adobe XD · Adobe Creative Suite · UI Design

- Built and scaled the GrowthOps iPith team from the ground up, successfully delivering global projects with high client satisfaction ratings.
- Led AI adoption initiatives by implementing AI-powered workflows, automation, and intelligent design solutions to improve productivity, collaboration, and delivery efficiency.
- Managed end-to-end delivery of microsites, executive presentations, UX/UI projects, digital campaigns, and multimedia communication assets.
- Directed project intake, resource planning, workflow governance, and vendor coordination across internal and external teams.
- Monitored delivery pipelines to ensure SLA compliance, optimized bandwidth allocation, and improved operational performance.
- Developed leadership dashboards and business reports tracking MoM/YoY growth metrics, delivery performance, and project analytics.
- Collaborated with global stakeholders to define project scope, delivery strategy, team structure, and execution plans.
- Led project governance activities including risk management, design reviews, milestone tracking, and quality assurance.
- Managed billing operations, vendor payments, and delivery reporting for Genpact partner teams.

Project Manager | Aug 2016 - May 2023

Skills: Articulate 360 · Project Management · User Experience Design (UED) · UX Research · Microsoft Suites · Audacity · Adobe XD · Adobe Creative Suite · UI Design

- Led strategic design governance and enterprise communication initiatives for Global People-Centric Security at Genpact.
- Directed global cybersecurity awareness campaigns, executive communication videos, and multimedia engagement programs.
- Designed and deployed gamified learning solutions, AI-assisted eLearning content, and SCORM-compliant WBT modules across LMS and intranet platforms.
- Led the InfoSec Champions Program, driving stakeholder engagement, security culture initiatives, and program operations.



Tools & Platforms:

- Monday.com
- Microsoft 365 Suite
- Adobe Creative Cloud
- Adobe XD
- Articulate 360 (Storyline, Rise, Review)
- SharePoint
- AI-Assisted Design & Productivity Tools
- After Effects
- Premiere Pro
- Balsamiq Wireframes
- Toon Boom
- Audition & Sound Forge

Accenture | Gurgaon, India

UX Lead (on third party payroll) | Feb 2014 - Aug 2016

Skills: Articulate 360 · Balsamiq Wireframes · Microsoft Excel · Microsoft Outlook · Adobe Creative Suite · Adobe Animate · Microsoft PowerPoint · After Effects · Adobe Photoshop · Adobe Illustrator

- Worked as a Design Architect Consultant managing UX/UI, product prototyping, and digital learning initiatives.
- Led user experience design, wireframing, storyboard development, and product visualization projects.
- Developed web-based training solutions using Articulate Storyline and other eLearning authoring tools.
- Managed telestration, multimedia communication, and enterprise UI projects for global clients.
- Delivered high-quality creative solutions independently and in collaborative Agile environments.

Magic Software Pvt Ltd | Noida, India

UX Designer | Dec 2010 - Feb 2014

Skills: Adobe Creative Suite · Adobe Animate · Adobe Photoshop · Adobe Illustrator · Balsamiq Wireframes · Microsoft Excel · Microsoft Outlook · Microsoft Word

- Designed UX/UI solutions, product prototypes, and analytical digital experiences for web and mobile platforms.
- Delivered iPad, Android, gaming, and eLearning interfaces with a strong focus on usability and user engagement.
- Managed PoCs, project setup, design standards, and execution frameworks for international projects.
- Worked in Agile environments to improve delivery efficiency and user-centric design implementation.
- Led eLearning development initiatives including team management, quality assurance, and stakeholder coordination.

Espire infolabs | Delhi, India

Team Lead | Sep 2010 - Dec 2010

Skills: Adobe Creative Suite · Adobe Flash · Adobe Photoshop · Adobe Illustrator

- Led eLearning development, multimedia communication, and digital content production projects for enterprise clients.
- Managed end-to-end design execution for portals, banners, and interactive digital assets aligned with client requirements.
- Coordinated with cross-functional teams to ensure quality delivery, timely execution, and optimized project workflows.
- Contributed to team management, creative direction, and continuous improvement of digital learning solutions.

Sterco Digitex Pvt Limited | Delhi, India

Team Lead | May 2010 - Sep 2010

Skills: Adobe Creative Suite · Adobe Flash · 2D Cartoon Animation

- Developing-learning based cartoon animation projects
- Role was to ensure the quality of the deliveries, to develop that content into animations with the team & to manage all that



Languages:

- English
- Hindi
- Punjabi

Hobbies:

Cricket and Music

Caltoonz, Dept of Education | Delhi, India

Sr. 2D Animator | Nov 2006 - Apr 2010

Skills: Adobe Creative Suite · Adobe Animate · 2D Character Animation · Cartoon Animation

- Designed engaging hand-drawn cartoon animations and character-driven visual storytelling content to simplify educational concepts for school students.
- Developed animation-based educational learning modules for Delhi Government school initiatives.
- Created illustrations, storytelling animations, and digital learning assets for large scale education programs.
- Contributed to educational publications including YUVA (SLP) and Delhi Education Reports.

Brepro Systems Pvt. Ltd | Delhi, India

2D Animator | Jun 2006 - Nov 2006

Skills: Adobe Creative Suite · Adobe Animate · 2D Character Animation · Cartoon Animation

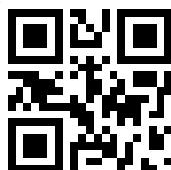
- Handled Animation, Colouring and Video Editing on Macromedia Flash & Toon Boom
- Create there cartoon animation stories to publish with the e-learning books

Certifications

- Certified ScrumMaster (CSM) | Issued by Scrum AllianceScrum Alliance
Credential ID 001508411 (Apr 2023)
- Adobe Certified | Issued by Adobe
(Jan 2012)
- One year Diploma certification in Classical 2D Animation | Animaster Institute
(Jul 2006)

Education

- Bachelor's in Computer Application from VMU, Salem
- 12th standard & 10th standard from U.P. Board
- K5 in Vivekanand Saraswati Shishu Mandir , Bulandshahr



Permanent Address:

138, Kastiru Villa, Bhagirathi Vihar Villa Residency, Sector 27,
Nearby Gautam Budhina Circuit, Greater Noida

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