

Nikhil Pande

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Technical Project Manager (TPM) | Platform & Product Execution

TPM with 9+ years of experience delivering complex, cross functional technology programs from concept to launch and scale. Proven ability to define strategy, own roadmaps, drive execution, manage risks/dependencies, and deliver measurable outcomes across engineering, product, operations, and external partners. Strong technical foundation (systems, APIs, architecture, GenAI & Deep learning), executive level communication, and experience operating in ambiguity. Proven experience delivering global products from concept to launch across multiple countries and time zones.

Core Competencies

- Technical Project Management & Delivery
- Strategy, Roadmaps, OKRs & Impact Measurement
- Cross Functional Leadership (Engineering, Product, Design, Ops, API Integration)
- Systems Thinking & Architecture Understanding
- Risk, Dependency & Incident Management
- Stakeholder & Executive Communication
- Requirements Definition, Scope Management & Process optimisation
- Large Scale Platform Delivery (Global & diverse B2B)

Professional Experience

GK Telecom Ltd – Slough, UK

Technical Program Lead / Platform & Product Operations Lead | Oct 2022 – Present

Own delivery and evolution of multi country SaaS platforms ([eROAMING eSIM](#), [IoT Mobile](#)) supporting real customers across 165+ countries. Operate at the intersection of technical execution and business strategy, partnering closely with engineering, product, commercial and external partners.

Program & Execution Ownership

- Own end to end delivery of complex programs spanning web, mobile app and backend systems, from inception through launch and ongoing scale. ([eROAMING eSIM](#), [IoT Mobile](#))
- Define program goals, success metrics, milestones, and execution plans across parallel initiatives (payments, onboarding, compliance, partner integrations, platform enhancements).

Strategy, Roadmap & Impact

- Partner with leadership to shape product and platform strategy, contributing directly to roadmap definition based on user needs and market opportunity.

- Translate ambiguous business goals into structured technical programs with clear scope, outcomes, and delivery plans.

Cross Functional & Stakeholder Leadership

- Lead collaboration across engineering, operations, marketing, external vendors and telecom partners (e.g., Three & Vodafone UK), aligning multiple stakeholders around shared goals.
- Act as escalation owner for high impact issues affecting customers, ensuring fast resolution and strong customer trust, while clearly communicating program status, trade offs, and risks to senior stakeholders.

Technical Depth & Systems Understanding

- Contribute to architecture discussions across frontend, backend services, APIs and integrations, ensuring solutions scale reliably.
- Use logs, system behaviour and technical analysis to support root cause investigations, operational workflows optimisation using AI and drive long term fixes.

Outcomes & Impact

- Delivered two commercial platforms from zero to production supporting international customers and partners while reduced external development, repetitive tasks and operational costs by up to 40% through process optimisation and vendor management.
- Represented product strategy and platform capabilities at global industry forums (ATM Dubai, WTM London, ITB Berlin, ITB China), supporting B2B partnerships and growth.

[Altius Customer Service Pvt. Ltd – Nagpur, India](#)

Technical Project Lead / Program Lead | Dec 2018 – Aug 2022

Led delivery of multiple concurrent client programs across ERP, eCommerce, inventory, ticketing and knowledge management platforms.

- Partnered with clients to understand user needs, define scope, and translate requirements into delivery roadmaps including progress tracking, risks management and ensured on time delivery.
- Led sprint planning, prioritisation, and execution across small engineering teams and delivered scalable backend systems (Java/Spring Boot).

[Altius Customer Service Pvt. Ltd – Nagpur, India](#)

Senior Software Developer | May 2017 – Nov 2018

- Built and scaled backend services using Java and Spring Boot, contributing to architectural decisions.
- Diagnosed and resolved complex production issues, improving reliability and performance of client platforms while worked cross functionally with product and QA.

[Altius Customer Service Pvt. Ltd – Nagpur, India](#)

Software Engineer (Java) | Oct 2015 – Apr 2017

- Developed and maintained production applications using Java, JavaScript, and MySQL.
- Delivered enhancements aligned to evolving business needs while maintaining system stability.

Education

Bachelor of Engineering (Computer Science) – [JD College of Engineering, Nagpur, India \(2015\)](#)

Technical Skills

- **Languages:** Java, JavaScript, SQL, HTML, CSS
- **Frameworks & Platforms:** Spring, Spring Boot, Flutter, Web Platforms
- **APIs & Integrations:** REST, SOAP, EDI
- **Databases:** MySQL
- **Tools:** Jira, Zoho Tasks, Notion, Trello, Excel, Google Workspace, Google Chat, Slack, Canva, Figma, Zoom, Teams, Brevo
- **AI Tools & LLMs:** ChatGPT, Claude, Perplexity, Gemini, Hermans Agent
- **Concepts:** System Design, Architecture, SDLC, Scalability, Observability, Reliability
- **Operating Systems:** macOS (Current), Linux, Windows

Additional Highlights

UK Retail Ecosystem & Product Ownership: Deeply familiar with UK retail distribution networks. I act as the principal product owner for the GK Partner & Agent app, a dedicated platform built specifically to support, manage, and scale operations for retailers across the UK.

Global Leadership & Business Expansion: While my recent domain is telecom, my core DNA is a technical leader driving business growth. We actively manage product development, maintenance, and expansion by leading cross border engineering teams across the UK, India, and Sri Lanka.

Bridging Commercial & Engineering: I specialise in the exact “sales to engineering handoff” Neurolabs is looking for ensuring that complex B2B customer needs and commercial promises are cleanly translated into actionable technical sprints without losing context.

Commercial Acumen & Vendor Strategy: I look beyond the architecture to the bottom line and actively manage and optimise third party technical vendor contracts to keep platform operations lean, cost effective, and highly scalable.