

Tarun Trilochan Kasukurty

Project Manager | Technical Delivery | SaaS Platforms

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PROFESSIONAL SUMMARY

Execution-focused Project Manager with 4+ years of IT experience across technical delivery, SaaS platforms, implementation coordination, release management, stakeholder communication, risk and dependency management, and production issue follow-through. Primary accountable PM for a complex multi-tenant platform supporting 240+ hotel properties across multiple regions. Experienced in building structured delivery workflows, leading cross-functional execution across engineering and QA, managing integrations and release readiness, and maintaining clear visibility into milestones, blockers, decisions, and customer commitments.

CORE SKILLS

Project and Technical Delivery: Delivery planning, requirements coordination, milestones, workstream sequencing, ownership tracking, priorities, dependencies, and execution follow-through.

SaaS Implementation and Integrations: Web and mobile applications, APIs, payment gateways, POS/PMS integrations, customer requirements, rollout readiness, and integration issue coordination.

Release and Operational Delivery: QA and staging gates, release planning, deployment coordination, production rollout, incident management, hotfix coordination, and RCA follow-through.

Governance and Stakeholder Management: Project charters, RACI, risk matrices, approval gates, client communication, leadership updates, escalation management, and delivery reporting.

Documentation and Team Enablement: Workflow documentation, handover materials, reusable templates, review checklists, junior PM guidance, and process improvement.

Tools: ClickUp, Google Workspace, GitHub, GitHub Actions, Sentry, Grafana, and Horizon.

PROFESSIONAL EXPERIENCE

Zethic Technologies, Bengaluru, India

Project Manager / Product Owner | Jun 2024 to Jul 2026

Primary accountable PM for SABA Hospitality, a multi-tenant SaaS platform supporting guest ordering, service requests, bookings, chatbot and live chat, staff operations, payments, and 6 POS integrations across 240+ hotel properties.

- Owned end-to-end project and technical delivery across guest PWA, admin dashboards, React Native staff application, chatbot, payments, integrations, and platform workstreams.
- Built and maintained structured delivery plans and ClickUp workflows covering priorities, milestones, owners, dependencies, risks, approvals, development follow-through, testing, deployment, and review.
- Led delivery execution across a cross-functional team of up to approximately 10 engineers at peak, with QA, DevOps, client stakeholders, integration partners, and two junior PMs supporting defined delivery periods.
- Managed release planning and readiness across 5+ deployment surfaces, including guest web, dashboards, iOS, Android, and integration deployments.
- Owned end-to-end delivery across 7 payment gateways and 6 POS integrations, including Micros Gen1/Gen2, Infrasy, Knowcross, Optii, HubOS, FCS, and VinPOS.
- Managed client communication, change approvals, milestone updates, risks, blockers, decisions, production issues, and required follow-up actions.
- Identified risks and cross-team dependencies early, owned mitigation and escalation follow-through, and adjusted delivery priorities based on customer impact and technical constraints.
- Owned incident, hotfix, and RCA management from triage through closure for payment reconciliation failures, duplicate orders, POS synchronisation issues, webhook defects, caching failures, chatbot race conditions, and security remediation.
- Built workflow documentation, handover materials, review checklists, reusable templates, and AI-assisted delivery practices; guided junior PMs on tracker quality, reporting, and escalation paths.

Miracle Software Systems, Visakhapatnam, India

IT Solutions Consultant | Nov 2021 to Mar 2024

- Supported IT solution delivery through requirements clarification, process documentation, stakeholder coordination, and execution tracking.
- Structured business and technical requirements and aligned delivery activities with timelines, dependencies, and agreed objectives.

EDUCATION

MBA, Operations Management | Amrita University, 2024

B.Sc, Computer Science | Sangai University, 2020