

NEELESH SAINI

Senior Project Manager | AI & Automation | Technical Delivery

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PROFESSIONAL SUMMARY

Technical Senior Project Manager with experience spanning software testing, automation, software project delivery, cross-functional team leadership and client/stakeholder management. Built a foundation in API testing, SQL, test automation and SDLC at Capgemini, followed by project leadership for software teams of 15–20 people. Currently developing practical AI and workflow-automation solutions using n8n, LLM-based intent classification and business process automation. Seeking opportunities at the intersection of AI systems, automation and technical delivery.

CORE SKILLS

AI & Automation	LLM Applications, AI Workflow Automation, Intent Classification, n8n, Prompt Engineering, AI Agents (developing)
Programming & Data	Python, SQL, Java (basic), Data Analysis, Web Scraping
Software Quality	API Testing, Manual Testing, Automation Testing, Regression, Integration, Functional & UI Testing
Project Delivery	Agile, Project Planning, Risk Management, Team Leadership, Requirements, Client & Stakeholder Management
Tools	Git, JIRA, Postman, Selenium, TestNG, JUnit, Cucumber, Microsoft Excel

PROFESSIONAL EXPERIENCE

Metablock Technologies LLP — Senior Project Manager | Oct 2024 – Present, Jaipur

- Joined as Junior Project Manager and progressed to Senior Project Manager with increased project ownership and delivery responsibilities.
- Lead software project delivery and coordinate cross-functional teams of 15–20 members, including developers and other technical professionals.
- Own project planning, execution, milestones, dependencies, risk management and delivery alignment with business requirements.
- Manage client and stakeholder communication, expectations, requirements, project updates and issue resolution.
- Work closely with developers and technical teams to translate business requirements into actionable deliverables and coordinate Agile execution.
- Designed and implemented business workflow automations, including WhatsApp customer engagement and CRM automation, using n8n.

Capgemini Technology Services India Limited — Senior Analyst | Jun 2021 – Sep 2023, Noida

- Analyzed business requirements and designed, executed and maintained manual test cases for enterprise applications.
- Performed API, integration, regression, UI and functional testing and used SQL queries to validate required data.
- Developed automated test scripts, analyzed test results and identified, documented and tracked defects.
- Collaborated with developers and analysts to clarify requirements, resolve defects and improve software quality.
- Supported multilingual and compatibility testing across application components and environments.

AI & AUTOMATION PROJECTS

WhatsApp Customer Engagement & AI Automation — Metablock Technologies

- Built an n8n-based workflow for inbound WhatsApp customer enquiries and automated delivery of relevant product/project information.
- Designed a conversational journey that identifies customer interest and guides prospects toward available meeting slots.
- Planned an LLM-based intent-classification layer to distinguish product enquiries, meeting requests and general queries, with intent routed through conditional n8n workflows.
- Workflow concept: customer enquiry → intent detection → product information → qualification → meeting scheduling.

Automated CRM & AI Lead Management — Metablock Technologies

- Built workflow automation to streamline lead capture, CRM updates, follow-up activities and status tracking.
- Designed an AI-enhancement layer for lead intent/classification so incoming enquiries can be routed into appropriate follow-up workflows.
- Workflow concept: lead capture → AI classification → CRM update → follow-up → status tracking.

AI Freight Quote Agent — Portfolio Project (Planned Build)

Planned hands-on project based on the target role: an AI workflow that extracts structured shipment information from a quote request, validates inputs, retrieves rates, produces a quote for human approval and records evaluation results. Intended stack: Python, LLM API, structured outputs, tool calling, human-in-the-loop and evaluation testing.

ADDITIONAL TECHNICAL PROJECTS

- **Movie Recommendation Engine:** Prepared IMDB and Rotten Tomatoes data and used K-nearest neighbors with scikit-learn to build a recommendation system.
- **Wine Quality Prediction:** Built a machine-learning prediction project using a Kaggle dataset.
- **Web Scraping:** Scraped product information from an e-commerce website for data collection and analysis.

EDUCATION

Bachelor of Engineering — Electrical & Electronics Engineering | Skyline Institute of Engineering and Technology | 2015–2019 | 74.94%

ACHIEVEMENT

- 5★ HackerRank rating

LANGUAGES

English — Full Professional Proficiency Hindi — Full Professional Proficiency