




VIJAY KOKA


PRODUCT MANAGER / SCRUM MASTER

 kokavijay58@gmail.com

 096-186-16688

 Hyderabad, India 500049

 [https://www.linkedin.com
/in/koka-vijay-165788111/](https://www.linkedin.com/in/koka-vijay-165788111/)

 vijaykoka.com

PROFESSIONAL SUMMARY

Product Manager / Scrum Master with 10+ years of experience driving digital transformation, platform integrations, and Agile delivery across fintech, telecom, and enterprise solutions. Currently pursuing a Ph.D. in Machine Learning & Blockchain, with a strong focus on generative AI and LLM-driven productivity. Skilled at defining KPIs, SLAs, and quality frameworks to scale operations, enabling developer ecosystems, and influencing product roadmaps. Proven ability to deliver cross-functional outcomes in fast-paced, global environments while embodying a growth mindset.

EDUCATION

GITAM University
Hyderabad, India • 06/2022 -
Current

Ph.D.: Machine Learning, Blockchain
Technology

**Velagapudi Ramakrishna
Siddhartha Engineering Coll**
Vijayawada • 09/2012 - 03/2014

Master of Technology: Computer
Science And Engineering

JNTU K
Vijayawada • 07/2008 - 04/2012

Bachelor of Technology: Computer
Science And Engineering

CERTIFICATIONS

05/2023
CSM- Certified Scrum Master

01/2023
Google Project Management
Certificate

03/2021
CAPM - Certified Associate in Project
Management

WORK HISTORY

**HTC Global Services - Product Manager/ Project Manager / Scrum
Master**
Hyderabad, Telangana • 03/2022 - Current

- Led multiple enterprise projects, balancing scope, resources, and deadlines while ensuring operational quality and compliance.
- Defined KPIs and reporting mechanisms to monitor delivery success and drive stakeholder alignment.
- Partnered with engineering and business units to influence roadmaps based on customer and developer feedback.
- Facilitated Agile ceremonies and improved developer experience by streamlining workflows.

**Telcom Live Content FZC - Sr. Business Analyst/Project
Manager/Agile Scrum Master**
Dubai, UAE • 04/2020 - 02/2022

- Owned end-to-end delivery of Remittance & Payment Gateway integrations for enterprise clients (IBM, Etisalat, WHO).
- Established SLAs and quality validation processes for high-value financial transactions across global banks (NBAD, ORA, BOA).
- Enabled cross-functional collaboration to integrate Mobile Commerce Suite, improving multi-currency and cross-border operations.
- Applied Agile practices to drive rapid iterations, improving time-to-market while reducing defects.

Telcom Live Content FZC - Business Analyst / Solution Architect
Dubai, UAE • 06/2018 - 03/2020

- Designed innovative platform solutions aligned with corporate goals, improving scalability and extensibility.
- Influenced partners on system upgrades, enhancing operational efficiency and developer adoption.

SKILLS

- **AI & Platform:** Generative AI, LLMs, Blockchain, Predictive Modeling, Ecosystem Enablement
- **Product Management:** KPIs & SLA Definition, Roadmap Influence, Agile Delivery, Quality Frameworks
- **Tools:** Azure DevOps, Jira, MS Projects, Trello, Advanced Excel
- **Leadership:** Cross-functional Collaboration, Developer Experience, Strategic Stakeholder Management

Telcom Live Content FZC - Support and Development Engineer *Dubai, UAE • 06/2016 - 06/2018*

- Maintained and optimized Mobile Money platforms, ensuring platform uptime and user experience.
- Built tools for troubleshooting and validation to improve integration quality.

Global Logic - Senior Analyst - Transaction Screening *Hyderabad, Telangana • 06/2015 - 05/2016*

- Supported Google Wallet (US & UK) through fraud analysis, issue resolution, and service quality improvement.

Ignited Minds For Innovative Concepts - Analyst *Vijayawada, AP • 06/2012 - 05/2015*

- Derived insights from unstructured data, driving operational efficiency and compliance adherence.

FUNCTIONAL SKILLS & COMPETENCIES

- Project and Program Management
- Strategic Relationship Management
- Cross-functional Communication
- Scope and Resource Management
- Technical Troubleshooting and Debugging
- Software and Engineering Documentation
- Systems Architecture and Operation