

PRANAY SAVVA

Miami, FL | 786-942-8388 | Pranay.savva@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Results-driven Technical Program Manager with a track record of delivering 8+ cross-functional projects across Salesforce ecosystems, telecommunications platforms, and AI-powered systems. Lean Six Sigma Black Belt who achieved 30% efficiency improvement in manufacturing and transformed SMS campaign success from 1 to 8 campaigns in just 3 weeks. Combines deep technical expertise with hands-on prototyping abilities — built and deployed a customer portal serving 600+ users and developed a cross-platform finance app (Web, iOS, Android) with 4.5★ rating. Skilled in Agile and Waterfall methodologies with proven success in stakeholder management, vendor coordination, and driving measurable business outcomes.

CORE COMPETENCIES

- Project/Program Management
- Salesforce (Service/Marketing)
- Asana | Jira | Lucidchart
- React Native | Next.js | Firebase
- Agile & Waterfall Methodologies
- Convoso | Twilio | Kaleyra
- GitHub | Vercel | Zapier
- Node.js | Python | HTML/CSS
- Lean Six Sigma (Black Belt)
- Process Optimization
- Stakeholder Management
- AI-Assisted Development

PROFESSIONAL EXPERIENCE

Project Manager

Debt Consultants Group (DCG) | Miami, FL | July 2025 – Present

Key Projects:

- **Salesforce Service Cloud:** Led end-to-end implementation for 25+ users across Sales, Collections, and Customer Service using hybrid Agile/Waterfall methodology; currently in production
- **Marketing Cloud (SFMC):** Architected multi-brand email nurturing flows, configured DNS records (SPF, DKIM, DMARC) for deliverability, created HTML templates
- **Customer Portal:** Developed functional web prototype using React, GitHub & Vercel serving 600+ customers; approved by leadership for Salesforce integration
- **Kaleyra SMS Campaigns:** Transformed campaign success from 1 in 6 months to 8 campaigns in 3 weeks (8x growth) through vendor coordination and compliance optimization
- **Convoso Dialer:** Configured multi-line predictive dialer, resolved call-routing issues by restructuring ACIDs/DIDs across departments
- **Voso AI & AnswerForce:** Implemented AI-powered call qualification system with live agent transfer managing \$5K/month operation
- **Tool Adoption:** Championed company-wide adoption of Asana and Lucidchart by negotiating with external vendors

Manufacturing Process Specialist

KD Nutra (KD Pharma Group) | Miami, FL | January 2025 – March 2025

- Achieved 30% efficiency improvement in capsule encapsulation process through Lean Six Sigma DMAIC analysis — delivered results with zero capital investment
- Applied process improvement methodologies to increase production output while maintaining pharmaceutical quality standards

Application Development Associate

Accenture | Hyderabad, India | September 2021 – August 2023

- Provided enterprise application support and maintenance, collaborating with cross-functional teams to troubleshoot issues
- Completed comprehensive technical training programs in software development and enterprise troubleshooting methodologies

Additional Experience

Business Development Executive | DESTEC Solutions | Miami, FL | January 2024 – December 2024

Business Operations Associate | Yall Foods | Miami, FL | September 2023 – October 2024 (Part-time)

PERSONAL PROJECTS

Artha – Personal Finance App | Live on Google Play Store • 4.5★ Rating

- Built cross-platform app (Web, iOS, Android) combining expense splitting and budget tracking with smart debt simplification
- Tech Stack: React Native, Next.js, Firebase, Node.js, Python, AI-assisted development

BTS Tax Service – Full Digital Overhaul | *Client Project* • 4.6★ *Reviews*

- Delivered complete digital transformation for 15-year tax firm: website development, professional email setup, SEO optimization, and social media infrastructure

EDUCATION

Master of Science in Management Information Systems & Cyber Security

Florida International University (FIU) | Miami, FL | 2024

Bachelor of Technology in Electronics & Communications Engineering + Bachelor of Business Administration

Vignan's Foundation for Science, Technology & Research | India | 2021

CERTIFICATIONS

- Lean Six Sigma Black Belt – GLSS & FIU (2024)
- Asana Workflow Specialist – Asana (2025)