

BALA MURALI

Senior Technical Program Manager

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Bangalore, India

PROFESSIONAL SUMMARY

Strategic Technical Program Manager with 4+ years of expertise in security compliance, process automation, and cross-functional team leadership. Currently driving operational excellence in CTO's office at AI-powered B2B platform, leading enterprise security certifications (ISO 27001, SOC2 Type II, GDPR) and transforming manual processes into automated systems. Proven track record of managing teams up to 22 professionals, achieving 42% efficiency improvements, and successfully handling 3M+ daily transactions across FinTech, HealthTech, and AI/SaaS environments.

PROFESSIONAL EXPERIENCE

Technical Program Manager - CTO's Office

July 2024 — Present

Factors.ai • AI-Powered B2B Demand Generation • Series A

Leading strategic initiatives in CTO's office, driving process optimization, security compliance, and operational excellence across engineering teams.

- Led 3 Security Certifications
- 30+ Security Assessments
- Automated Bug Tracking
- Real-time Dev Tracking
- Spearheaded ISO 27001, SOC2 Type II, and GDPR certification processes ensuring enterprise-grade security compliance
- Revolutionized dev card tracking system from bi-weekly Google Sheets to real-time GitHub Projects board with integrated product backlog
- Implemented automated bug tracking system integrating Slack, Google Sheets, and GitHub APIs with Freshdesk sync capabilities
- Orchestrated release cycle management coordinating staging deployments, QA testing, and comprehensive release documentation
- Established comprehensive employee onboarding process including BGV, device inventory management, and Sprinto integration
- Managed Google ABM POC implementation and VAPT report closure initiatives
- Deployed Factors Advisor application on GCP with SSL certificates and optimized QA tracking processes
- Automated device inventory management and implemented SLA-based QA performance tracking with weekly reporting

Senior Technical Program Manager

Mar 2023 — July 2024

Tracxn Technologies • FinTech • Series B

Led automation team of 22 professionals, driving cross-functional initiatives across the organization.

- 22 Team Members Led
- 42% Efficiency Improvement
- Sprint Management System
- Managed dynamic automation team of 20 developers and 2 Associate Product Managers
- Converted stakeholder requirements into detailed Product Requirement Documents (PRDs)
- Facilitated daily Agile Scrum meetings ensuring project alignment with timelines
- Developed Internal Sprint Management system from concept to production deployment
- Orchestrated comprehensive bug management for production infrastructure
- Spearheaded integration of Linux-based tools and scripts for process automation
- Conducted customer feedback calls and implemented improvement strategies
- Boosted project delivery efficiency by 42% through strategic leadership

TECHNICAL SKILLS

Security & Compliance

ISO 27001, SOC2 Type II, GDPR, Security Questionnaires, VAPT Management

Process Automation

GitHub APIs, Slack Integration, Freshdesk Sync, RPA, Workflow Automation

Project Management

Jira, GitHub Projects, Agile/Scrum, Sprint Planning, Release Management

Technical & Infrastructure

Python, SQL, Linux, Google Cloud Platform, API Development, SSL Certificates

Analytics & Monitoring

Google Analytics, KPI Dashboards, SLA Tracking, Performance Monitoring

Platforms & Systems

AI/B2B SaaS, FinTech, HealthTech, Sprinto, Zoho Suite, Device Management

EDUCATION

PGP - Project Management

NICMAR, Pune

July 2018 - June 2020

BTech Degree

Manipal University

July 2013 - June 2017

KEY ACHIEVEMENTS

- Led company through ISO 27001, SOC2 Type II, and GDPR certification processes
- Transformed dev tracking from bi-weekly manual sheets to real-time GitHub automation
- Built end-to-end bug tracking automation integrating Slack, GitHub, and Freshdesk
- Achieved 42% improvement in project delivery efficiency through process optimization
- Successfully managed 3M+ daily healthcare transactions across major platforms

Technical Program Manager
Medi Assist HealthCare Limited • HealthTech

Jun 2022 — Mar 2023

Managed end-to-end API development lifecycle and led 'Hercules' SaaS product development.

- 3M+ Daily Transactions
- 16 Production Bots
- 2 Major Releases
- End-to-end management of customer-requested API development lifecycle
 - Led program management team of 4 professionals
 - Primary program manager for 'Hercules' SaaS platform Phase I & II
 - Managed major releases for Manipal and SBI General insurance platforms
 - Supervised external RPA development team with 16 production bots
 - Created comprehensive API monitoring dashboard for failure detection
 - Handled 3M+ daily transactions across major healthcare platforms

Program Manager
BeGig Private Limited • Gig Economy Startup

Feb 2021 — Jun 2022

Multi-role position as Business Analyst, Product Developer, and Project Manager in fast-paced startup.

- 4 Team Members Led
- 3 Roles Simultaneously
- KPI Framework Design
- Led team of 4 professionals and managed day-to-day business operations
 - Conducted requirement gathering and analysis across multiple departments
 - Designed KPI frameworks and built actionable data dashboards
 - Implemented process automation and efficiency improvements
 - Administered implementation of Zoho, Jira, and other productivity tools
 - Performed RCA analysis and third-party vendor vetting

- Deployed and supervised 16 production RPA bots for healthcare automation
- Led cross-functional teams ranging from 4 to 22 professionals across multiple domains

CORE COMPETENCIES

- Security Compliance & Certification Management
- Process Automation & Optimization
- Cross-functional Team Leadership
- Release Cycle & QA Management
- API Development Lifecycle Management
- Stakeholder & Vendor Management
- Infrastructure Deployment & Monitoring
- Employee Onboarding & Operations