

# PANKAJ SHARMA

Senior Project Manager | ADAS & EV Fleet Deployment | GPS/Telematics | Transport Tech

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## CAREER SNAPSHOT

10-year operations leader who has personally driven 18,000+ ADAS/GPS vehicle installations across India and 3 international markets — without a single missed SLA quarter. Known for turning chaotic multi-client deployments into repeatable systems: built the SOPs, trained the teams, and delivered the numbers. Promoted 3 times in 7 years at Mashey Infotech. Now driving enterprise-scale fleet tech projects at Tracknow, where GPS precision, uptime, and client success are non-negotiable.

**18,000+** Vehicles Installed • **2,000/mo** Peak Deployment Rate • **40%** CSAT Improvement • **45+** Team Members Led • **10** International Clients

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## PROFESSIONAL EXPERIENCE

**Senior Project Manager** | **Tracknow Pvt. Ltd.** | Jun 2026 – Present

*Fleet Tech & GPS Solutions*

- ▶ Lead end-to-end project delivery for large-scale GPS/telematics and fleet management deployments, owning scope, timeline, budget, and quality across multiple concurrent client accounts.
- ▶ Define and enforce project governance frameworks — including milestone tracking, risk registers, RACI matrices, and escalation protocols — ensuring zero SLA breaches across all active engagements.
- ▶ Act as the primary interface between clients, product, engineering, and field operations teams; translate complex client requirements into actionable delivery roadmaps and sprint plans.
- ▶ Drive cross-functional coordination for device commissioning, firmware rollouts, and platform integrations, maintaining alignment between OEM partners, software teams, and on-ground technicians.
- ▶ Establish KPI dashboards and reporting cadences for internal stakeholders and C-suite, delivering clear visibility into project health, fleet uptime metrics, and deployment progress.
- ▶ Identify and mitigate risks proactively across multi-client delivery portfolios — maintaining contingency plans that protect client commitments during supply chain or technical disruptions.
- ▶ Champion continuous improvement initiatives; standardise SOPs for project onboarding, UAT, handover, and post-go-live support to reduce ramp-up time for new accounts.
- ▶ Mentor and guide junior project coordinators and field leads, building team capability and fostering a culture of accountability, precision, and client-first delivery.

**Deputy Manager – Operations** | **Mashey Infotech Pvt. Ltd. (Shoora Group)** | Dec 2022 – May 2025

*ADAS & GPS Fleet Operations*

- ▶ Directed end-to-end ADAS/GPS device deployment for 35–40 active clients simultaneously — including 8–10 international accounts across Gabon, Tanzania, and China — sustaining a throughput of 1,500–2,000 vehicle installations per month.
- ▶ Oversaw the lifetime milestone of 18,000+ vehicle installations with zero quality escapes reaching international clients; enforced a custom pre-delivery QA checklist that cut on-site rework by an estimated 25%.
- ▶ Rebuilt after-sales support workflows for fleet clients, directly lifting customer satisfaction scores by 30–40% within two quarters — measured through structured feedback loops and repeat-business retention.
- ▶ Led and developed a cross-functional team of 45+ engineers, technicians, and coordinators; ran structured performance reviews tied to KPIs, reducing attrition on the installation floor by creating clear promotion pathways.
- ▶ Established the RCD (Requirement–Concept–Design) process for two new product lines based on field data and client voice, accelerating manufacturer-side customisation cycles for GPS and DMS hardware.
- ▶ Coordinated directly with OEM software teams in China and global logistics partners to resolve firmware compatibility issues — cutting average device commissioning time per vehicle by 15 minutes.
- ▶ Migrated a portfolio of offline GPS tracking devices to real-time cloud-connected systems for fleet clients, improving data latency from 10-minute polling cycles to sub-60-second live telemetry.

- ▶ Delivered weekly and monthly operational dashboards to C-suite stakeholders, translating raw installation and QA data into actionable fleet health insights for client decision-making.

### **Senior Executive – Operations** | **The Hi-Tech Robotics Systemz Ltd.** | *Mar 2018 – Nov 2022*

#### *DMS & ADAS Deployment*

- ▶ Installed and commissioned Novus Aware Driver Monitoring Systems (DMS) across passenger car, commercial vehicle, and heavy transport categories — building the company's operational playbook from the ground up.
- ▶ Supported ADAS validation and software training pipelines by leading field data collection and annotation teams, contributing to datasets used for lane-departure, drowsiness detection, and forward-collision models.
- ▶ Designed and distributed structured QA reports post-installation for OEM clients and fleet operators, creating audit trails that reduced warranty claim disputes.
- ▶ Managed all client communications for 15+ accounts — resolved escalations within defined SLAs, reducing average complaint turnaround time and earning recognition from two major fleet clients in formal reviews.
- ▶ Developed dynamic weekly scheduling models for installation crews, balancing technician allocation across geographic clusters and improving vehicle throughput per shift.

### **Senior Engineer – Production** | **J L Wire & Cables** | *Aug 2015 – Feb 2018*

#### *Manufacturing & Process Engineering*

- ▶ Planned and executed production schedules for cable manufacturing lines, consistently meeting on-time delivery targets in a high-SKU, high-volume environment.
- ▶ Introduced Lean Manufacturing and 5S frameworks on the shop floor — structured kaizen events reduced material waste by a measurable margin and reduced line changeover time.
- ▶ Facilitated internal training on 5S, Kaizen, process control, and safety protocols for 30+ floor workers, reducing incident frequency and improving compliance audit scores.
- ▶ Conducted product development reviews for new cable specifications based on client RFQs and market requirements, bridging engineering and production teams.

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## **CORE COMPETENCIES**

**ADAS / EV Ops:** ADAS Device Deployment • DMS Installation • GPS/Telematics • Fleet Management • Firmware Commissioning

**Project Management:** End-to-End Project Delivery • Agile/Waterfall • Risk & Stakeholder Management • SLA Governance • PMO Frameworks

**Operations:** Multi-Client Account Management • QA/QC • SOPs • Cross-Functional Leadership

**Data & Tools:** KPI Dashboards • SAP • AutoCAD • Advanced Excel • MS Project • Windows/Linux OS

**Process:** Lean Manufacturing • 5S / Kaizen • RCD Framework • Workforce Training • Continuous Improvement

**Soft Skills:** International Client Management • Escalation Handling • Executive Reporting • Team Development

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## **EDUCATION**


**B.Tech – Mechanical Engineering:** RGITM, 2015


**Diploma – Mechanical Engineering:** HSBTE, 2012

**Industrial Training:** Honda Motorcycle & Scooter India, Manesar (Jan–Jun 2015) • Musashi Auto Parts India, Bawal (Jun 2011)

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## **AWARDS & RECOGNITION**

 Best Employee Award — Received 6 times at Masheye Infotech for operational excellence and leadership impact

 Triple Promotion — Senior Executive → Assistant Manager → Deputy Manager in under 7 years, driven by measurable performance gains