

AAYUSH AGARWAL

Senior Project Manager | Digital Transformation & AI Automation
| Aviation & Supply Chain Technology

PMP® • Lean Six Sigma Black Belt • IIM-A Advanced Digital
Transformation

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PROFESSIONAL SUMMARY

Senior Project Manager and Integration Consultant with 13+ years driving digital transformation across aviation, logistics, and enterprise technology — including a 7-year foundation at Delhivery Ltd. building WMS, OMS, TMS, and B2B SaaS platforms for India's largest 3PL. Currently architecting AI/ML, IoT, and real-time analytics integrations for Delhi International Airport (GMR/WAISL) — spanning video analytics, telemetry, edge computing, and cloud-to-edge data pipelines across 76 systems with 99% uptime. Deep expertise in ERP integration (SAP, Oracle, Dynamics, NetSuite), REST/SOAP/EDI architecture, queue management systems, and full-lifecycle delivery from pre-sales solution architecture through SIT/UAT/hypercare. PMP-certified with IIM-Ahmedabad credentials in Advanced Digital Transformation; proven stakeholder management with government aviation bodies (AAI, CISF, BCAS, DGCA) and enterprise clients across India, the US, and APAC. Active AI-augmented practitioner (Claude, ChatGPT, Copilot, Kiro) — cutting integration documentation and turnaround time by 90%.

CORE COMPETENCIES

▶ WMS-ERP Integration (SAP, Oracle, Dynamics)	▶ IoT Platform Architecture & Edge Computing	▶ Real-Time Analytics & Telemetry
▶ REST / SOAP APIs • JSON • XML • EDI	▶ Queue Management Systems	▶ WMS / TMS / OMS Platform Delivery
▶ 3PL / 4PL Ops & Logistics Technology	▶ Solution Architecture & Pre-Sales Consulting	▶ Vendor & Contract Management
▶ API Mapping • Field Mapping • Process Flows	▶ SIT • UAT • Hypercare • Root Cause Analysis	▶ Change Management • Agile/Scrum Delivery
▶ Stakeholder Mgmt. • Client Workshops	▶ AI Tools: Claude, ChatGPT, Copilot, Kiro, Gemini	▶ Jira • Azure DevOps • Postman • Coralogix • SQL

PROFESSIONAL EXPERIENCE

GMR Group — WAISL Digital (IGI Airport, Delhi) | Project Manager – Digital & AI Automation

January 2025 – Present • New Delhi, India

- Architected and delivered AI/ML, IoT, RFID, and cloud integration solutions across 76 systems and platforms for airport operations, sustaining 99% uptime across the full integration lifecycle from requirements through hypercare.
- Leveraged AI tools (Claude, ChatGPT, Copilot) to cut integration documentation and turnaround time by 90%, accelerating requirements analysis, test-case generation, and workflow automation.
- Drove system integration delivery for Queue Management, APOC/LISA, and Smart Airport RFID/IoT platforms, advancing the DAPS (Digital Airport Parking Services) programme to 90% completion.
- Led API and data pipeline integrations spanning video analytics, telemetry, sensor, and fleet management systems, ensuring real-time data flow across cloud, edge, and on-premise environments.
- Maintained ISO 9001, GDPR, and AIS-140 compliance across all integration and delivery workflows supporting critical airport infrastructure.

DSV Global Transport & Logistics – Air & Sea | Global IT Service Delivery Manager

January 2023 – January 2025 • Delhi, India

- Delivered TMS, EDI, and digital logistics integrations for 14 major enterprise clients over two years, leading scoping, solution design, and go-live for global freight and logistics platforms.
- Improved SLA turnaround and cost efficiency by up to 44% through service ownership of Lead Logistics Applications and alignment with Global IT governance frameworks.
- Conducted pre-sales workshops and integration assessments for new prospects, preparing API mapping documents and scope estimations for TMS/WMS engagements.
- Coordinated geographically distributed teams across multiple regions for integration prioritization, capacity planning, and escalation management.

- Directed Agile program planning for integration deliveries — effort estimation, scope management, risk mitigation, budget tracking, and transition roadmaps.

Moglix Pvt. Ltd. | Senior Technical Program Manager – Technology & Supply Chain

December 2021 – January 2023 · Noida, India

Integration Delivery & ERP Connectivity

- Led end-to-end SAP ERP integration with Moglix's WMS, OMS, and LMS for one of India's largest industrial conglomerates, covering PO receipt, order packing, carrier dispatch, and GRN confirmation workflows.
- Served as SPOC for a \$250M supply chain technology programme, gathering integration requirements, managing API mapping, resolving production issues, and coordinating across vendors, 3PLs, and engineering teams.
- Delivered BRDs, PRDs, flow diagrams, and JIRA-tracked tasks for cross-functional teams implementing Buyer Portal, Vendor Portal, and Logistics Portal integrations.
- Managed SIT and UAT cycles for third-party integrations, enforcing data quality, field-level validation, and error-handling standards.
- Supervised B2B and B2C operations — maintaining TAT, on-time delivery, fraud detection, and SLAs; monitored 3PL and courier KPIs.

Delhivery Ltd. | Product Engineer – Integration Lead & Control Tower Manager

December 2014 – October 2021 (7-Year Tenure) · New Delhi, India

Growth Path: Senior Associate – Control Tower, Ops & STAF (Dec 2014 – Sept 2016) → Product Engineer – Integration – PSI (Sept 2016 – Oct 2021)

Integration Architecture & ERP / Platform Connectivity

- Architected and delivered end-to-end integrations for WMS, OMS, TMS, and B2B SaaS platforms, managing the full lifecycle from requirements gathering and API mapping through SIT, UAT, go-live, and hypercare.
- Designed and maintained Delhivery's flagship API documentation suite — B2C Integration Doc and B2B API Doc — establishing field-mapping standards adopted across 200+ enterprise client onboardings.
- Integrated Delhivery WMS/OMS with client ERP and e-commerce platforms (SAP, Magento, Shopify, WooCommerce, WordPress) for seamless inbound/outbound order fulfilment and inventory synchronisation.
- Administered integration projects for US, China, and South-East Asia enterprise clients, and India's Top 10 accounts, managing API scoping, testing, and production deployment with zero-defect targets.
- Spearheaded all new ERP/enterprise client integration nominations, translating business requirements into functional specifications, wireframes, and JIRA-tracked development backlogs.

WMS, TMS & Supply Chain Product Development

- Led the product development lifecycle for WMS, OMS, TMS, and B2B SaaS platforms, translating ground-operations feedback into BRDs, PRDs, process-flow diagrams, and product roadmaps across the full SDLC.
- Implemented an RFID and IoT-enabled iData handheld device solution across Last Mile Centers PAN India, improving scanning accuracy and shipment traceability in warehouse operations.
- Managed major plugin integrations — Magento, Shopify, WooCommerce, WordPress — for e-commerce clients, ensuring seamless order ingestion and fulfilment sync.

Operations, Network Optimisation & SLA Improvement

- Orchestrated a 12,000+ pin code expansion across Tier 1/2/3 cities, covering 55% of national serviceability, with complete logistics planning and network design.
- Elevated Middle Mile & Last Mile SLA from 60% (2015) to 92% (2021) through process standardisation, Line Haul management, and hub optimisation across Delhi-NCR, Mumbai, Bengaluru & Kolkata.
- Reduced Last Mile cost-per-shipment (CPS) by 20% in the East Region via facility utilisation and variable manpower modelling, delivering measurable P&L improvement.
- Redesigned network bagging logic and First Mile Sorter recipes across 20,000+ lanes, cutting competitive TAT and improving sortation throughput.

KEY QUANTIFIED ACHIEVEMENTS

76 Systems Integrated

AI/ML, IoT, RFID & cloud integrations delivered at GMR/WAISL

90% Faster Documentation

Turnaround time cut via AI-augmented workflows at WAISL

14 Client Go-Lives

Major TMS/EDI integrations delivered at DSV in 2 years

99% Uptime

Sustained reliability across airport integration systems

90% DAPS Completion

Digital Airport Parking Services programme progress

44% SLA/Cost Improvement

Turnaround and efficiency gains at DSV

92% SLA

Middle & Last Mile SLA improvement, 60% → 92%, at Delhivery

\$250M Programme

Integration SPOC, India's largest B2B supply chain programme at Moglix

12,000+ Pin Codes

National serviceability expansion, 55% of India covered

20% CPS Reduction

Last Mile cost-per-shipment cut, East Region

200+ Enterprise Integrations

India, US & APAC client onboarding at Delhivery

7-Year Foundation

Built Delhivery's WMS/OMS/TMS integration infrastructure from zero

TECHNICAL SKILLS & TOOLS

Integration Platforms

Dell Boomi | MuleSoft | Azure Integration Services | IBM IIB | Apache Camel | TIBCO | BizTalk | webMethods

ERP Systems

SAP (S/4HANA, EWM, SD/MM) | Oracle | Microsoft Dynamics | NetSuite | Unicommerce | Vinculum

WMS / TMS

Delhivery WMS/TMS (built) | SAP EWM | Manhattan | Körber/HighJump | Blue Yonder

APIs & Protocols

REST | SOAP | JSON | XML | EDI | Kafka | MQ | APIGEE | Postman

Data & Analytics

SQL | Python | Athena | Power BI | Cube APM | Coralogix

PM & Dev Tools

Jira | Azure DevOps | Confluence | Draw.io | Readme.io | Git | Jenkins (CI/CD)

AI Productivity

Claude | ChatGPT | Microsoft Copilot | Kiro | Gemini — AI-assisted documentation, test-case generation & SQL automation

Languages

.NET / C# | Python | Java

EDUCATION

- Executive Programme – Advanced Digital Transformation, IIM Ahmedabad
- LL.B & LL.M | Advocate – Supreme Court of India
- MBA – Marketing & Management
- B.Tech. – Computer Science & Engineering, 2010 – 2014

CERTIFICATIONS

- ▶ Project Management Professional (PMP®) – PMI
- ▶ Lean Six Sigma Black Belt – MSME / Govt. of India
- ▶ GIS for Supply Chain Management – ISRO
- ▶ Digitalization in Aeronautics – University of Munich
- ▶ Digital Transformation – IIM Ahmedabad
- ▶ Scrum Fundamentals Certified (SFC)
- ▶ Project Management – Google
- ▶ All India Bar Examination – Bar Council of India

DOMAIN EXPERTISE | SUPPLY CHAIN & LOGISTICS TECHNOLOGY

WMS Implementation & Integration · TMS Connectivity · 3PL / 4PL Operations · E-Commerce Fulfilment · Last Mile & Middle Mile Logistics · Inbound / Outbound Warehouse Ops · Inventory Management & Reconciliation · Order Management Systems (OMS) · Carrier & Vendor Integration · EDI & B2B Commerce · Cross-Border Logistics · Network Design & Optimisation · SLA Management · API Lifecycle Management · Enterprise Integration Architecture · Middleware & iPaaS · Pre-Sales Solution Architecture · Agile / Scrum Delivery