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Abhishek KC

Software Project Delivery · Client Coordination

PROFILE

I manage client software projects from scoping and planning through development, QA, UAT and handover, tracking the dependencies, decisions and risks that can quietly move a delivery date. At Intuji that means support and maintenance for 10 clients, delivery across four client projects, and 10 ICT tender responses with one contract win.

It comes from years in customer experience and technical support, owning complex production issues from intake to resolution. I have worked with clients and teams in Australia, the US and the UK, remote and on site, so working across time zones is routine rather than an exception.

My strength is technical fluency and context building, not hands-on development.

EXPERIENCE

Intuji

Mar 2025 to present · 1 yr 9 mos

Associate Project Manager — Jul 2026 to present

- Manage delivery across four client projects: a Phase 2 build, a major module release, an ecommerce replatform to NetSuite SuiteCommerce Advanced, and support on a CMS replatform from Squiz to Drupal.
- Oversee support and maintenance for 10 clients, covering triage, small fixes, escalations, status reporting and SLA adherence.
- Main point of contact for clients on progress updates and whenever something breaks in a live project, turning technical constraints into clear next steps.
- Have worked on 10 ICT tender responses. Led several end to end on my own, and on the rest prepared the compliance matrices, supporting documents and commercial sections that sat alongside the solutions architect's technical proposal. One resulted in a contract win.
- Track dependencies and blockers across development, QA and design, and raise risks before they reach a delivery date.
- Keep meeting notes, action items and handover documentation so decisions do not get lost between teams.

Customer Support Specialist — Mar 2025 to Jul 2026

- Managed client requests from initial report through investigation, developer or QA involvement and resolution.
- Kept clients updated on progress, timelines and next steps, especially when issues needed more than a quick fix.
- Coordinated with engineering and QA to reproduce problems, clarify requirements and check proposed fixes.
- Helped with project coordination, meeting notes and tracking tasks as responsibilities expanded beyond support.
- Monitored support priorities, escalations and SLA adherence across concurrent requests.
- Documented recurring issues and internal processes to make future handovers easier.

Focus: Software delivery, client coordination, scope and risk, UAT and handover, ICT tenders, SLA management, ClickUp

CloudFactory

May 2024 to Apr 2025 · 1 yr

Project Support & Data Operations

- Transcribed receipts, bills, invoices and statements into digital formats with full data integrity.
- Provided AI annotation support feeding model development and evaluation.
- Met deadlines consistently in a high-volume workstream, and supported colleagues by sharing knowledge and unblocking issues.

Outstaffer.com

Jan 2024 to Apr 2024 · 4 mos

Lead Generation Specialist

- Researched the market to identify and prioritise target accounts.
- Built and ran outbound email sequences, then analysed campaign performance with the team to refine them.
- Worked with developers on platform functionality to improve how leads were captured and qualified.

Parsedom

Nov 2023 to Apr 2024 · 6 mos

Customer Success Specialist

- Engaged clients directly over video and audio calls, building the relationship rather than just closing the query.
- Bridged communication gaps between clients and the internal team, and facilitated requirements from both sides.
- Used remote assistance to resolve technical issues on customer machines.

PleasureBase

Apr 2022 to Aug 2023 · 1 yr 5 mos

Technical Support

- Evaluated storefront functionality and found issues before customers had to report them.
- Monitored and fixed CSS selector problems, improving page behaviour and performance.
- Worked with developers on enhancements and fed what support was seeing back into the roadmap.

Sprout Technology Service

Dec 2019 to Apr 2022 · 2 yrs 5 mos

Cloud Worker

- Transcribed bills and audio, handled data entry, and ran internet research at volume.
- Provided AI image annotation and labelling, and contributed to geospatial data and mapping projects.
- Coordinated work within the project team and carried out quality assurance on output.

SKILLS AND TOOLS

Project delivery

Scoping and estimation, requirements documentation (BRD, FRD), planning and sequencing, dependency tracking, risk and issue tracking, development and QA coordination, UAT coordination, handover and documentation

Support operations

Triage and severity models, SLA management and adherence, escalations management, support coordination with developers, backlog recovery, client handover and offboarding

Bid and tender

Compliance matrices, RFI, RFT and EOI responses, commercial narrative, submission QA

Platforms

NetSuite, including SuiteCommerce Advanced; WooCommerce; Drupal; WordPress; Google Workspace

Tools

ClickUp, Jira, Freshdesk, HubSpot, Airtable, Apollo

Ways of working

Asynchronous client communication, written handover, coordination across time zones, stakeholder updates people can act on

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