Company Profile

Customer Capital operates in the exciting and fast-growing domain of loyalty and customer engagement. We are an end-to-end loyalty marketing company that runs its own loyalty programs in partnership with large companies (such as banks, conglomerates, etc.). We are a funded company started by veterans in the Indian Industry. We own a SaaS cloud-based loyalty and travel platform that we use for enabling and powering a loyalty led travel booking platform for various companies.

Job title — Tech Delivery Manager

Overview:

We are seeking a Technology Delivery Manager (TDM) to oversee the management and delivery of our technology products, primarily catering to enterprise clients (like banks). The role requires to facilitate project management processes, including sprint planning, client communications, team coordination among internal stakeholders and client teams to ensure timely, high-quality project sprint deliveries.

Key Responsibilities:

1. Daily Engagement: Participate in daily scrum meetings to ensure ongoing project alignment and timely identification of issues.

2. Sprint Oversight: Collaborate with Scrum Masters to manage sprint planning and estimation processes, confirming that schedules are realistic and adhered to.

3. Delivery Assurance: Check that sprint deliverables are achievable and that prioritization reflects critical client needs.

4. Client Communication: Proactively inform client servicing teams about potential delays or changes in project scope, maintaining transparency and managing expectations.

5. Technical Discussions: Actively engage in all technical discussions related to client projects, aiding in the formulation and adjustment of project timelines.

Outcomes:

1. Consistently achieve on-time delivery of project milestones while maintaining a high level of client satisfaction.

2. Ensure that sprint planning and executions are seamlessly integrated with client expectations and company goals.

3. Maintain and enhance product quality standards to meet or exceed expectations.

4. Enhance team productivity and collaboration through effective leadership and proactive communication.

5. Successfully manage and deliver multiple concurrent projects without compromising quality or timelines.

Competencies:

1. Technical Development Understanding: Strong background in software development and coding, enabling effective support and collaboration with product owners and technical teams in meetings and requirement gathering.

2. Leadership and Influence: Demonstrated ability to lead diverse teams and influence outcomes without direct authority.

3. Effective Communication: Exceptional communication skills, capable of clear and concise interactions with both technical teams and non-technical stakeholders.

4. Problem Solving: Strong analytical skills with a proven ability to preemptively identify and resolve issues to avoid impacts on delivery.

5. Adaptability: Agile in adjusting to new challenges, with a readiness to pivot strategies in response to changing project scopes or market conditions.

6. Project Management Expertise: Extensive experience with Agile methodologies; proficiency in using tools like JIRA and Confluence for project tracking and management.

Experience & Background:

1. Minimum of 10 years of industry experience with over 4 years of experience as a delivery manager in a tech firm managing SaaS or product deliveries for enterprise clients.
2. Prior experience as a developer / software team leader
3. Certified Scrum Master, or similar credentials are highly desirable.
4. Hands-on experience with JIRA, Confluence, and other project management tools..

Additional Details: -

- This is a full-time position. Days and hours of work are Monday to Friday for nine hours. Evening and weekend work may be required as job duties demand.
- May at times be required to work from home
- Location: Delhi (preferred) but

To Apply please share your updated CV at hr@customer-capital.com with subject line "Apply – Tech Delivery Manager"