

Apaar Mast

Project Executive | Business Analysis | Product Support | Digital Transformation

Generic master CV. Role-specific versions on request.

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PROFILE

Delivery and transformation professional with 6+ years leading project coordination, business analysis, and operational change across multi-site technology, higher education, and SME environments. Trusted to own delivery end to end, from requirements and stakeholder alignment through schedules, RAID and action logs, status reporting, UAT, and handover, while driving digital adoption and measurable process improvement. MSc Digital Innovation graduate who operates confidently across project, product, business analysis, and transformation mandates, partnering with senior stakeholders to move complex initiatives to closure.

CORE CAPABILITIES

- End-to-End Project & Delivery Leadership
- Senior Stakeholder & Vendor Management
- Business Analysis, Requirements & UAT
- Digital Transformation & Process Improvement

WORK EXPERIENCE

Project Executive | HPE-Ericsson Account

Jan 2015 – Sep 2018

Sysnet Global Technologies, New Delhi, India

- Owned delivery coordination for a 1,000+ laptop infrastructure refresh across 28 Ericsson sites and ~1,200 users, directing engineer allocation, schedules, and stakeholder communications with zero escalations to senior account leadership.
- Established and maintained project governance, including trackers, RAID and action logs, status reports, and sign-off and handover records, driving delivery visibility and clean project closure.

Digital Transformation & Project Delivery Lead

Jan 2019 – Sep 2024

Mast Service Station (Authorised Michelin Partner), India

- Led a full manual-to-digital transformation across a two-location, 30-person business, replacing Tally and manual records with Vyapar POS/CRM and delivering a 25-30% reduction in avoidable manual effort.
- Directed cross-functional adoption across admin, sales, accounts, and ownership teams, embedding workflows, SOPs, and handover processes to sustain the change.

International Scholarships & Funding Executive (Temp Contract)

Sep 2025 – Dec 2025

University College Dublin, Dublin, Ireland

- Owned compliance-sensitive funding administration for ~2,000 students across SISWeb, Salesforce, InfoHub, SharePoint, and Excel, safeguarding GDPR-aware records and audit readiness.
- Produced management reporting and trackers for senior decision-makers and resolved 10-15 daily stakeholder queries against agreed SLAs.

Operations & Digital Project Support

2021 – 2026

Gandharva Loka (Dublin) & SME Clients, Part-Time / Independent

- Restructured master data across ~50 suppliers and 3,000+ product records and introduced a coded customer request tracker linking open requests to supplier follow-ups, ownership, and next actions.
- Delivered 8+ SME digital projects end to end, leading requirements, scope definition, UAT, and client handover.

EDUCATION

MSc Digital Innovation

Sep 2024 – Sep 2025

UCD Michael Smurfit Graduate Business School, Dublin, Ireland

BSc (Hons) Information Technology, Business Information Systems

Jul 2011 – Jul 2014

Asia Pacific University, Kuala Lumpur, Malaysia

SKILLS & COMPETENCIES

Project & Delivery: Project lifecycle support, schedule tracking, RAID and action logs, status reporting, stakeholder coordination, meeting minutes, project closure, lessons learned.

Business Analysis & Product: Requirements gathering, user stories, process mapping, UAT support, backlog refinement, change and adoption support, continuous improvement.

Reporting & Tools: Excel reporting, dashboards, pivot tables, KPI trackers; Salesforce, SISWeb, InfoHub, SharePoint, Visio, Trello, Notion, CRM/POS/CMS, Figma.

Methods: Agile, Waterfall, hybrid delivery, ITIL change coordination, requirements analysis, risk and issue tracking.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

IPM AI Project Professional (in progress, 2026) • UCD Advantage Award & Global Leadership Programme (2025) • Harvard ManageMentor: Leading with GenAI (2025)