JIJO FIROSH

PROJECT & PRODUCT MANAGEMENT | DIGITAL TRANSFORMATION | GENAI

Mumbai, India | jijo1997@gmail.com | linkedin.com/in/jijofirosh/

Portfolio: ICAP | HelixLabs | Lastmileprep

PROFESSIONAL SUMMARY

PRINCE2-certified professional with 5+ years of experience across operations, governance, risk management, process improvement and cross-functional delivery within international organizations. Managed a £28M retail operation at Sainsbury's, with responsibility for workforce planning, KPIs, stakeholder coordination and operational execution. Since 2026, independently developing and delivering GenAI-enabled digital products, gaining hands-on experience across requirements gathering, project planning, product documentation, solution design and end-to-end delivery. Combining operational leadership, structured project practices and hands-on GenAI product delivery to transition into Project or Product Management.

CORE COMPETENCIES

Project & Product:
Project Coordination | Project Planning | Requirements Gathering | Business Analysis | Stakeholder Management | Cross-functional Coordination | Agile & Scrum | Risk & Issue Management | Change Management | RAID Logs

Business & Operations:
Process Improvement | Operational Planning | KPI & Performance Management | Continuous Improvement | Governance & Compliance | Problem Solving | Data Analysis

Digital & AI:
Digital Transformation | AI Product Development | Workflow Automation | AI-assisted Solution Design | ChatGPT | Claude | Gemini | Mistral | Kimi | GitHub | Vercel | Supabase | Next.js | React | PostgreSQL | Razorpay | Clerk | API Integration | AI Assisted Product Development

PROFESSIONAL EXPERIENCE

Independent GenAI Project Management
Mumbai, India | Feb 2026 – Present

- Independently managed the delivery of **GenAI-enabled digital products** from concept through deployment, covering requirements definition, planning, product documentation, solution design, testing and release.
- Managed project planning and delivery documentation including **PRDs, BRDs, project charters, sprint planning, Risk Registers, RAID Logs and Proposal Decks**.
- Translated product and user requirements into functional solutions, coordinating iterative development, testing and refinement through the product lifecycle.
- Applied Generative AI across solution design, development, documentation, debugging and testing, accelerating delivery while validating outputs for quality and production readiness.
- **ICAP:** Led the planning and delivery of an AI-powered cognitive assessment platform incorporating adaptive testing, authentication, analytics and automated reporting.
- **LastMilePrep:** Led the delivery of an AI-assisted Government exam preparation platform supporting personalised learning workflows.

- **HelixLabs:** Led the delivery of a STEM learning platform comprising 22 AI-powered laboratories across Physics, Chemistry, Mathematics and AI, designed for B2B and B2C use.
- Integrated multiple AI platforms and APIs, including **OpenAI, Claude, Gemini, Kimi, DeepSeek and Mistral, to deliver AI-enabled product functionality.**
- Coordinated implementation of authentication, payment, database and cloud infrastructure using **Clerk, Razorpay, Supabase, PostgreSQL, Prisma, GitHub, Vercel and Hostinger.**

Customer & Trading Operations Manager
Sainsbury's PLC
London, UK | Dec 2022 – Feb 2026

- Managed operations for a **£28M retail site**, leading 30+ colleagues across trading, staffing, customer operations and daily execution.
- Optimised workforce planning and labour allocation, delivering 3,200 labour hours in savings over 18 months and approximately £52K in annualised cost savings.
- Supported the **Kronos → UKG Pro workforce management transition**, contributing to system and process change across scheduling and labour planning.
- Led **operational risk identification, assessment and mitigation**, managing escalations and critical issues during high-volume trading periods.
- Supported **business continuity and contingency planning**, maintaining operational resilience during disruptions and unexpected trading challenges.
- Coordinated **cross-functional stakeholders** across HR, logistics, inventory, customer service and store operations to resolve dependencies and maintain service levels.
- Used **KPI and operational reporting** to identify bottlenecks, drive corrective actions and deliver continuous process improvements.

Senior Executive - QMG & Value Engineering
Neeyamo Enterprise Solutions
Pune, India | Jun 2020 – Oct 2021

- **Scaled the Kaizen improvement programme from 10 to 240+ implemented ideas within 12 months**, driving measurable productivity and operational efficiency improvements across global operations spanning **134 countries**.
- **Managed operational risk registers and mitigation planning across 17 critical risk areas**, including vendor risk and **Third-Party Risk Management (TPRM)**.
- **Supported ISO 9001, ISO 27001 and SOX audit initiatives**, maintaining governance controls, compliance tracking and audit documentation.
- **Coordinated process governance and SLA compliance** across global service lines, ensuring standards alignment and timely operational execution across international teams.
- **Identified process inefficiencies and supported automation initiatives**, improving reporting efficiency, process consistency and operational turnaround time.

EDUCATION

MSc Management - Distinction | Middlesex University, London, UK | 2023

B.E. Mechanical | University of Pune, India | 2020

CERTIFICATIONS

PRINCE2® Foundation | Scrum Master Certification | Agile Foundations | APM Associate | Change Management