

Program Manager

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Company: interface.ai

Location: india

Category: other-general

Get to know us first! Interface.ai is a leading Conversational AI SaaS company focused on providing cutting-edge solutions to the financial services industry. We serve close to 100 financial institutions today. We are one of the fastest-growing AI + financial technology companies in the industry, and we have grown 1800% in the last one year and recently featured as one of the top 100 fastest-growing fintech companies in Silicon Valley. Our mission is to empower every financial institution to scale efficiently and help its customers achieve financial wellness. Our core technology is built 100% in-house with several breakthroughs in Natural Language Understanding. Our parser is built based on zero-shot learning that helps us to launch industry-specific IVA that can achieve over 90% accuracy on Day-1. We are 150+ people strong with employees spread across India and US locations

LinkedIn - <https://www.linkedin.com/company/interface-ai/> Do You Make the Cut?

As a Program Manager, you will be responsible for:

- Develop and manage project plans and ensure on-time delivery.
- Perform risk management and change management on projects.
- Provide day-to-day coordination and quality assurance for projects and tasks.
- Owns end-to-end project delivery responsibilities of virtual assistant solution implementation involving multiple customers, products / solutions and phases.
- Applies project management methodology, tools, techniques, and terminology.
- Manages changes to project scope, project schedule using appropriate verification techniques in order to keep the project plan accurate, updated, reflective of authorized project changes as defined in the change management plan, and facilitate customer acceptance.
- Manage project execution from initiation to closure.
- Communicates project plan — Ensures a common understanding by setting

expectations according to the Project Plan, in order to align the stakeholders and team members
Monitors and controls project work — Measures project performance using appropriate tools and techniques
Develops communication plan — develop the communication plan with internally and external stakeholders
Oversees approved actions — Implements the approved actions and workarounds required to mitigate project risk events in order to minimize the impact of the risks on the project
Act as mediator between customer stakeholders and team members
Resolve issues and solve problems throughout project life cycle
Effectively manage project scope by ensuring any changes to scope are documented and approved
Track and report on project milestones and provide status reports to customer stakeholders
Lead, coach, and motivate project team members on a proactive basis
Responsible for working with customer stakeholders to define scope, goals, deliverables, required resources, budget estimates, and timing
Drive resolution to key decisions and actions needed
Manage Change Requests that arises during the implementation
Steer our customers towards standard solution setups leveraging Virtual assistant, AI best practices; clearly understand the need for customizations and the proposed solutions.
Posses strong customer facing skills.
Should have technical background with architecture experience
Requirements
Extremely self-motivated
Ability to learn quickly
Growth Mindset (read this if you know what it means - [link](#))
Emotional Maturity (read this if you know what it means - [link](#))
Passionate about the possibilities at the intersection of AI + Banking
Worked in a startup
10 to 16 years of project management experience.
Must have used one of the project management tools like MPP, Salesforce Management or Smart Sheet, project resource allocation and project time tracking tools like OpenAir etc.
Project management certification (PMP) preferred
Should have managed at least 3 full-fledged projects from end-to-end
Experience working with off-shore teams is required
Experience working on a virtual/global team is required
Good to have Banking domain experience
Good to have experience in defining project KPI
Effective communication
Analyzing and managing project risk
Experience in executing support, and maintenance projects is an added advantage
MBA is good to have, but not mandatory
Should have excellent analytical skills and critical thinking ability
Have thirst for knowledge and a love of research
Previous work experience in a chatbot space is a huge plus

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