



## PERSONAL DETAILS



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## CORE COMPETENCIES

Technical Product Management

Scrum Master

Digital Transformation

Insurance Product

API Integration

Strategic Planning & Execution

End-to-end Solutions Design

Product Management

Project Management

Business Analysis

Requirement Gathering

Reporting & Documentation

SLA Management

Team Management

Data Analytics

## EDUCATION

M.Tech. in Software Systems from BITS Pilani in 2016

B.Tech. (CSE) from MPEC / UPTU in 2011

# ANKIT GAUR

(Prince2, ITIL)

A multi-faceted professional; targeting senior opportunities in Technical Product Management | Digital Transformation | Application & Solution Delivery with an organization of repute, preferably in Delhi (NCR)



## PROFILE SUMMARY

- Experienced technology manager with **over 11 years of experience** in delivering impactful solutions in **Insurance, Aviation, IT & Management Consulting sector**
- **Specialized in:** Insuretech: Specializing in digital product engineering, digital transformation, and partner onboarding
- **Aviation tech:** Proficient in managing and delivering complex projects in the aviation industry
- **Management consulting:** Experienced in providing strategic consulting services to clients across various industries
- **Agile methodologies and project management:** Skilled in implementing agile methodologies and managing projects to ensure timely delivery
- Skilled in **insurance product delivery, partner integration and on-boarding**, API integration, digital transformation, revenue maximization, lead generation
- **Developed and managed D2C sourcing channel** along with product delivery of insurance products such as Term, Savings, ULIP & Health
- **Lead end to end tech integration & onboarding** of various insurance partners along with products rollout
- **Developed and managed various systems**, including Resource Management System, Learning Management System, Customer Satisfaction Tracking, Airport Entry Permit-Tracker, Hazard Log – Central Repository System, Internal Audit Management System, and Compliments & Complaints Central Registry System
- **Proficient in utilizing leading technologies**, including front-end development, middleware, programming languages, database management systems, and APIs, to achieve business goals
- **Successful in leading large-scale transformational projects**, aligning business strategy with IT and digital capabilities, and facilitating business project success through innovation and IT agility
- **Capable of providing overall leadership** to project teams & managing IT training programs
- **Skilled in identifying and mitigating risks associated** with the product, such as technical challenges, market shifts, or regulatory changes, and proactively addressing potential issues before they become major problems
- **Implemented IT and digital strategies** for health insurance, life insurance, airlines, airports, and ground handlers



## WORK EXPERIENCE (Insurance – Technical and product development)

Since Nov'22 with Bharti AXA, Delhi (Hybrid)  
**Sr. Manager (Digital Product Engineering)**

### Role:

- Monitoring the management of the corporate website and leading the end-to-end product development for the D2C channel, partner on-boarding, which entails integrating key product features such as lead management, quote generation, payment, Emandate, proposal form, penny testing, policy issuance, communication, analytics etc.
- Conducting regular user research and gathering customer feedback to inform product development decisions and ensure that the D2C platform meets the needs of its users
- Staying up-to-date with industry trends and emerging technologies to identify opportunities for innovation and improvement within the D2C platform
- Collaborating with marketing and sales teams to develop effective go-to-market strategies and ensure that the D2C platform is effectively promoted to its target audience
- Spearheading the seamless and robust integration with multiple partners to deliver insurance cross-sell opportunities by utilizing strong engineering & partner management skills along with implementation partner
- Coordinating with technology teams of Bharti AXA, Partners, Third party to provide solution-oriented engineering oversight for building & maintaining direct-to-consumer digital platform for Bharti AXA
- Directing the team of Digital product manager, project manager, QA, and implementation partners to lead the platform design and implementation of the product backlog items, sprint planning, review, feedback and sprint retrospective
- Supervising the production support team and issues raised by issuance, sales, and partner teams and ensuring timely resolution while maintaining the issue register
- Collaborating with back-end IT teams to identify the appropriate set of APIs and other integration dependencies
- Formulating the best practices & guidelines for engineering and creating an adoption plan
- Cultivating relationships with cross IT teams, partners/vendors
- Executing disciplined experimentation with new models & platforms to achieve higher business benefits

## CERTIFICATIONS

❖ **Product Management Fundamentals, Institute of product leadership**

❖ **Scrum Master Certification, Udemy**

❖ **Big Data Hadoop & SPARK Developer, Simplilearn**

❖ **Project Management - PRINCE2 Foundation & Practitioner Certificate**

❖ **IT Service Management - ITIL v3 Foundation**

❖ **Basic R Programing, Analyztec, Mumbai**

❖ **ISO 9001:2008 Internal Auditors Training Programme, CII, New Delhi**

❖ **Oracle Apps Technical, Niteo IT, Hyderabad**

❖ **Embedded System and VLSI Design in Robotics, IIIT, Pune**

❖ **Network Management, Nettech/LNM-IIT, Jaipur**

## TECHNICAL SKILLS

Insurance	nVEST, eASE, Newgen
Adobe	Adobe Experience Manager, Adobe Campaign Manager, Adobe Analytics
Front-end Development	HTML, CSS, JavaScript, JQuery, Bootstrap
Middleware	Tomcat, WebLogic
Language	Java, SQL
RDBMS	MySQL, Oracle

### Highlights:

- Launched the product for direct, partner, and Bharti group employees, as well as FT Pro, to provide them with comprehensive insurance coverage
- Successfully completed the product journey and onboarding of new partner to ensure a seamless user experience for customers
- Improved the website by enhancing its design and functionality, and optimizing web vitals to provide a better user experience and increase engagement
- Conceptualization of industry first 3-click customer on boarding journey

### Oct' 21 - Oct' 22 with Tata AIA, Mumbai (Remote) Manager (Digital Business Unit)

#### Role:

- Monitored the development and management of key enterprise digital transformation projects for Tata AIA, including Buy Online product transformation, integration with various new digital partner ecosystems, LMS integration with websales, and new wellness ecosystem
- Conducted regular stakeholder meetings to ensure alignment with business objectives and to provide updates on project progress, risks, and issues
- Collaborated with cross-functional teams, including marketing, sales, and customer service, to ensure seamless integration of digital transformation projects with other business functions
- Led the development, implementation, technical architecture review, API integration & review of complex digital transformation projects that aligned with customer business objectives and enhanced customer experience
- Managed an agile team of multiple squads, tracking project backlog, status/story points, and collaboratively realizing features through planned MVP
- Ensured the successful delivery of digital transformation projects within agreed quality standards and timescales, while managing project plans, vendor relationships, and technical evaluations
- Managed the team of BA, vendors, and delivered the project/CR related to digital websales projects, while coordinating with internal IT teams for API development and support
- Played a key role in all aspects of the development life cycle, including requirement gathering, development, testing, UAT, release, and prioritizing requirements from various stakeholders

### Mar' 21 - Sep'21 with Care Health Insurance, Gurugram Corporate Manager (IT Applications)

#### Role:

- Developed and managed customer portal service platforms for CHI, such as Customer Login portal, self-help portal, Claim Genie, Chatbot/WhatsApp Hospital Empanelment portal, PMLI
- Successfully implemented the self-help portal revamp of CHI, which provided services such as Travel Extension, Endorsement services – DOB, Email, Mobile No, Name rectification, PAN, Address, Change Nominee Name
- Conducted user research and gathered feedback to continuously improve the customer portal service platforms and ensure they meet the evolving needs of CHI's customers
- Discovered, organized, and clarified business needs and reviewed/produced specifications for change. Worked with the Business analyst and development team to ensure that they understood the specifications
- Managed the team of BA, Sr. Developer, and delivered the project/CR related to customer portal services
- Monitored all aspects of the development life cycle, including requirement gathering, development, testing, UAT, release, and prioritizing requirements from various stakeholders for customer portal

### Highlights:

- Executed the end-to-end revamp of the self-help portal and developed the Chatbot/WhatsApp Bot platform to enhance customer experience
- Developed the No-Email project, which provided most of the services and information to customers through the digital portal, including the revamp of the self-help portal, login revamp, claim genie revamp
- Implemented the claim genie revamp, which streamlined the claim processing for customers and provided key features such as claim intimation, claim tracking with TAT, and displaying all the stages of claim processing to customers

### July' 19-Feb' 21 with MaxBupa, New Delhi Manager (Digital Platforms)

#### Role:

- Developed and managed core digital platforms for MaxBupa, including MongoDB Data Lake, Digital Service API Layer Spring Boot), Building Email Reputation, Marketing campaign through Adobe Campaign Manager, ChatBot, WhatsApp Bot, WhatsApp Payment, Voice Bot, and Omni Channel - Website
- Implemented Chatbot/WhatsApp bot with key conversation journeys such as product recommendation, premium calculation, policy update & download, renewal query, claim status, hospital search, and other customer FAQs, reducing complaints at the call center by 45%
- Successfully implemented high email domain reputation of Max Bupa from blacklist domain, targeting 9 lakh customers with higher open rates, click-through, and high ROI
- Planned and executed digital marketing campaigns using an Adobe Campaign application, working closely with internal stakeholders and service providers to successfully meet business objectives
- Assisted in designing, building, deploying, and maintaining MongoDB database, prepared formal queries for various reporting requirements
- Involved in all aspects of the development life cycle, including system architecture, development, testing, training, implementation, and support of Digital systems such as MongoDB, Digital Service API Layer, Adobe Campaign, Chatbot/WhatsApp bot, website

NoSQL	MongoDB
API	Spring Boot (REST)
Cloud Hosting	AWS, Google Cloud
BI Tools/Software	Qlik Sense, MongoDB Atlas, Mongo DB Compass, Stio 3T, MS Excel, MS Power Point

## PERSONAL DETAILS

**Date of Birth:** 26<sup>th</sup> November 1989  
**Languages Known:** English & Hindi  
**Address:** 471/3 Puran Nagar, Unnao - 209801

- Researched new marketing and digital initiatives while assisting in new business lead generation
- Created and maintained project documentation such as estimates, project plans, proposals, statements of work, status reports, change requests, functional specifications

### Highlights:

- Executed the end-to-end development of the ChatBot/WhatsApp Bot platform, achieving a higher goal completion rate.
- Implemented the MongoDB database and Digital Common Service Layer for digital platforms.
- Successfully developed a high domain reputation for Maxbupa from a blacklist domain



## PERVIOUS EXPERIENCE (Consulting, Aviation – Technical and Product Development)

### Dec’ 16-July’ 19 with KPMG, Gurugram

**Growth Path:** Joined as Consultant and rose to the position of Management Consultant (Strategy & Operations)

#### Role:

- Developed and assisted with various information technology solutions for aviation and non-aviation sectors, including requirements management, comparison and design of databases, review of software designs and software prototypes, supporting assessments according to the maturity models, and leading/supporting Process Improvement (PI)
- Communicated with internal/external clients to determine specific requirements and expectations, managing client expectations as an indicator of quality
- Created and managed estimates, project plans, project schedules, resource allocation, and expenses to ensure that targets were reached
- Followed the project life cycle methodology defined under the process framework, ensuring that customer deadlines were met within project budgets
- Ensured the maintenance of positive and ongoing relationships with clients
- Defined and established new development methodologies, modeling of system architectures in various techniques like Use Cases, DFD, UML, SA & SD
- Formulated strategies for implementation workflow and roadmap for Enterprise Resource Planning, Departure Control System, Baggage Management System, Access Control System, Resource Management System, Complain Management, Turnaround Management System, Hazard Log, Contract & Invoice Management
- Mentored and coached new team members on areas such as emerging technologies and KPIs for the aerospace industry

### Highlights:

- Supported business transformation for Jardine Aviation Services Hong Kong
- Structured an IT roadmap of Applications Infrastructure for Airlines
- Monitored KPI & Initiative Tracker Dashboard for Ministry of Finance- Saudia
- Executed airline management solution for Air India Express
- Acted as an important part of Design Thinking Workshop on adopting digital disruptions for DEL and BLR International Airports
- Administered Digital Transformation for two large LCC Carriers based in the Indian Subcontinent

### Dec’12-Nov’16 with Air India SATS, Mumbai/New Delhi

**Growth Path:** As Senior Analyst-Quality & Special Project (Dec’12 - Jun’14)

As Senior IT Executive (Jul’14 - Jan’15)

As Senior IT Executive (Jan’15 - Nov’16)

#### Role:

- Conducted system design activities and reviews of detailed application module specifications and other software components, ensuring that architectural solutions met technical and functional requirements
- Managed daily operations of IT systems, ensuring that planning, end-user impact, change management were properly addressed, deadlines and service levels were met, and results delivered
- Organized and implemented servicing and support of all Foundation IT systems
- Coordinated with information engineers to find solutions to manage business activities
- Accomplished projects by coordinating resources and timetables with user departments
- Explored and recommended new products and devised various strategies to improve IT processes
- Acted as a Global Administrator of Office 365, official website, and internal/external web application
- Defined site objectives by analyzing user requirements, envisioned system features and functionality
- Provided crucial support to service providers in the development of new modules and created business rules to support the automation of reports
- Drafted programs and delivered web/local development projects (JSP, Servlet, SQL, and related platforms) within designated schedules and budgets

### Highlights:

- Received the "Best Employee of the Year" Award in 2014.
- Supported various online systems like LMS and developed in-house report generation modules within AISATS, enhancing operational efficiency