

Anuj Mudgal

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PROFESSIONAL SUMMARY

As a results-driven Product Consultant and Business Analyst with 7+ years of experience, I specialize in transforming complex challenges into scalable solutions across the airline, payments, and travel-tech domains. My expertise lies in orchestrating end-to-end product delivery — from business discovery to go-live — while driving measurable impact through stakeholder alignment, agile execution, and technology optimization.

KEY SKILLS

- SDLC , PLM , Product backlog
- Jira, Confluence, Trello, Figma, Notion
- Database - SQL, AWS DynamoDB, CloudWatch
- Airlines - GDS , PSS , ALTEA , AODB , RMS
- Market research and gap assessment
- Cost control and estimation technique
- API Integration , JSON , Model Context Protocol
- A/B testing methodologies
- XML data handling and processing
- Payment gateways, FX conversion, ISO 20022
- Agile methodologies and Digital transformation
- Wireframing and prototyping
- Stakeholder engagement
- Cross-functional collaboration
- Reporting and documentation
- Gen AI , LLM Models

EXPERIENCE

Senior Product Consultant, Amadeus Labs, May 2023-March 2025

BENGALURU, IN

- Spearheaded **legacy-to-cloud migration initiatives** using **Azure DevOps and Agile frameworks**, modernizing airline operations and improving system scalability.
- Managed **end-to-end Agile delivery** (sprint planning, backlog grooming, stakeholder reviews) across **Departure Control Systems (DCS), Inventory, and Loyalty Redemption** modules on the Amadeus GDS platform.
- Experience in process automation and workflow design for PEGA or similar BPM platforms.
- Directed integration with third-party payment service providers and global payment gateways (ISO 20022 compliance), improving payment reliability by 28%, and ensuring seamless transactions.
- Led the design and deployment of a **GenAI-based escalation management tool**, enabling automated classification and response generation, reducing **Sev2/Sev3 resolution time by 50%**.
- Drove execution of **dynamic pricing strategies** by leveraging market research and competitive analysis, boosting **forecasting accuracy and revenue uplift** for high-value airline clients.
- Oversaw **real-time data integrations** between **Amadeus PSS/DCS and multiple Airport Operational Systems (AODB, RMS, BHS)**, ensuring operational continuity for Tier-1 airlines.
- Partnered with **6 of the world's top 10 airlines**, promoting adoption of **Amadeus APIs and the Altea Suite**, generating an additional **\$20M in Q4 2024 revenue**.
- Delivered a configurable Customer Booking Solution Tool integrated with Amadeus PSS/DCS, enabling faster issue resolution, and unlocking \$20M+ in annual ancillary revenue.
- Led Agile delivery cycles (sprint planning, backlog refinement) and managed cross-team dependencies for modules spanning DCS, Inventory, and Loyalty, ensuring stakeholder alignment and rapid iteration.

Lead Business Analyst, Amazon, April 2021-May 2023

BENGALURU, IN

- Led end-to-end integration of Core Group Bank Payment API suite for enterprise-level B2B payment automation across EMEA and APAC regions.
- Owned product roadmap and backlog for B2B payments automation, driving HSBC's Payment API suite integration globally.
- Coordinated with global payment partners to ensure compliance with SWIFT and MX messaging protocols, reducing settlement delays.
- Designed and developed payment authorization workflows integrating Amazon Pay and third-party gateways, achieving PCI-DSS compliance and decreasing transaction failures by 18%.
- Aligned Amazon Air operational data with RMS and FIDS through collaboration with airport IT teams and ground handling partners.
- Resolved critical air cargo bottleneck by integrating live flight data APIs into Amazon Air scheduling platform, cutting delivery delays by 35%.
- Pioneered real-time tracking and dynamic rerouting of air cargo via live flight data API integration, enhancing last-mile fulfillment efficiency.

Senior Test Engineer, METLIFE, July 2018-March 2021

NEW DELHI, IN

- Architected enhancements for US-based Life & Waiver **Claims Management System & Automation Strategies**, boosting payment module accuracy by 25% for Policy Claims, Billing and Invoice
- Optimized execution to minimize bugs during insurance project deployment, achieving efficiency above 80%.
- Documented over 500 test cases for high-impact policy scenarios, reducing post-deployment bugs by 30%.
- Facilitated communication between engineering and claims operations for UAT reviews and validation cycles.
- Conducted root-cause analysis on KPIs to identify workflow inefficiencies, improving turnaround time by 20%.
- Implemented change management initiatives to facilitate successful transition into new business models.

EDUCATION

Bachelor of Science

Galgotias University, Delhi May 2018

CGPA: 7.8

CERTIFICATIONS

- SAFE Agile 6.0 Practitioner
- McKinsey Forward Program – McKinsey 2025
- Oracle AI Foundation Associate
- AWS Cloud practitioner
- Certified M&A Associate – JP Morgan
- Product analytics fundamentals – Pendo
- GenAI – DataBricks