



**Pankaj Gupta**
premium
Featured

Project Delivery, Digital Transformation, Solution Architect, CRM , Data Analytics and Cloud Migration, Business Analysis and BPR, New Venture setup, India Entry

Current Designation: Immediately Available

Current Company: Self Employed

Current Location: Gurgaon

Pref. Location: Bengaluru / Bangalore, Chennai

Functional Area: Analytics & Business Intelligence

Role: Head/VP/GM- Analytics & BI

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Business Transformation, CRM, Data Analytics, Project Management, Business Analysis, Scrum Master, technology integration, Customer Service Management, Operations

Verified : Phone Number | Email - id

Total Experience: 19 Year(s) 0 Month(s)

Highest Degree: MBA/PGDM

Last Active: **Jan-Mar 2021**    Last Modified: **Jan-Mar 2021**

Jump to Section

[Work Experience](#) | 
 [Education](#) | 
 [Projects](#) | 
 [Work Authorization](#)

## Summary

IT and Management Professional with good experience across functions and a good team player

## Work Experience

- Self Employed** as Immediately Available  
 Jun 2020 to Till Date  
 Customer Service Enhancement(CRM), Process Improvement, Technology Integration

[^ Back to Top](#)

## Education

UG: **B.Tech/B.E.** in 0

PG: **MBA/PGDM** in 0

[^ Back to Top](#)

## Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓

[^ Back to Top](#)

## Projects

- Project Title:** BFCGH VAT Implementation  
**Client:** BFCGH  
**Nature of Employment:** Full Time  
**Duration:** Apr 2018 - Dec 2019  
**Onsite / Offsite:** Offsite  
**Project Details:** Designed IT strategy & roadmap for VAT & CRM implementation, Cloud migration, developed RFP Document, project plan, compiled requirements, managed vendor responses, completed techno-commercial evaluation, product demo, vendor evaluation & recommendations, BRD for a future automation pilot using RPA
- Project Title:** Reverse Engineering of existing CRM  
**Client:** Deptt of Children and Family, Boston



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Nature of Employment: Full Time

Duration: Feb 2016 - Apr 2018

Onsite / Offsite: Offsite

Project Details: Reverse engineering of existing Family net application, project planning, signing off requirements, resolving conflicts, training, Cloud migration, RPA demo & roadmap

■ Project Title: COMMBUYS vendor Management System

Client: Dept of transportation Boston, USA

Nature of Employment: Full Time

Duration: Jul 2014 - Dec 2015

Onsite / Offsite: Offsite

Project Details: Implemented COMMBUYS vendor management System. Process reviews, project management, stakeholder negotiations and sign off, risk management, Interface with MMARS, Strategy and pilot of cloud migration, negotiation and liaison with 12 DOT agencies, initiated AML/Fraud detection project with the Finance dept

■ Project Title: ACA Obama care Implementation

Client: BCBS Durham NC, USA

Nature of Employment: Full Time

Duration: May 2013 - Jun 2014

Onsite / Offsite: Offsite

Project Details: Implemented provisions of ACA (Obama care) at NCTIO project, interpretation, review and approval of business requirements (new provisions), claims processing, enrollment and billing for the individual and small-group market

Release Planning (PSI), Sprint Planning, Backlog grooming, Sprint review/retrospective and daily stand-ups), managed velocity measurement, work in progress, backlogs, planned team vacations and leaves, new hire interviews, onsite compliances & time management

stakeholder management, conflict resolution, team management, Reports design

[^ Back to Top](#)

## Affirmative Action

Category: General

Physically Challenged: No

## Work Authorization

US Work Status: Have H1 Visa

Countries: India

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

[^ Back to Top](#)

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources  
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India  
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources  
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India  
All rights reserved © 2021 Info Edge India Ltd.