Priti Gupta

Analytical, resourceful and forward-thinking leader with in-depth experience in managing complex, cross-functional projects. Expert in agile methodologies, enhancing team performance, and driving continuous process improvement. A strong background in technical product ownership, fostering collaborative environments, and steering global expansion. Proven track record of interpreting Power BI dashboards, KPI projections, bolstering better data driven decision-making. Communicates effectively with an entrepreneurial spirit, adept at delivering scalable solutions and cultivating strong partner relations.

Skills

Scrum Framework| Strategic Planning | Customer Focus | Risk Management | Reporting | Product Strategy | Coordination| Communication | Problem Solving | Critical Thinking | Jira | ServiceNow IT Leader | Agile | Microsoft Project | Automation | Data Science & Analytics | Power BI | Cloud Computing | Spark | Java | Python |Kafka

Experience

General Motors. Warren, MI   **06/2016 – 09/2024**
Program Manager, Global Expansion & Partner Relations. Software & Services.   03/2024 – 09/2024

Enhanced stakeholder decision-making and project transparency on Global OTA testing and launches by country and region, UOTA Delivery and launch in China and EU, SDK and hardware calibrations updates in ROW, Partner Vehicle collaborations, OTA updates for Fleet and other major initiatives by delivering comprehensive scope, status and analytics reports to executive leaders, facilitating on-target project execution and timeline adherence.

- Drove $1M+ in Vehicle Update Services deals by securing stakeholder buy-ins.
- Led international back-office expansions, ensuring regulatory compliance.
- Pioneered global OTA testing, expanding product reach.
- Led global workshops collaborating with Operations on gap analysis to establish ownership and set up realistic launch timelines for the different regions improving project alignment.
- Steered all product related triages, architecture alignment meetings, demos and discussions for BackOffice globally multiple times on a nightly and morning cadence to accommodate time-zones.
- Successfully reinstituted the creation of Release Notes and User Guide for enriched customer experience.

Technical Product Owner, Vehicle Services Update Mgmt. Systems – Data.   09/2022 – 02/2024

Championed and Implemented agile practices as Scrum Master, facilitating the transition from ADO to Jira, leading to a streamlined project management process and improved team collaboration, which can be further evidenced by successful project deliveries and superior stakeholder satisfaction.

- Directed the team's transition to Azure Cloud (Databricks Lakehouse and MAXIO streaming) enhancing data reliability and supporting governance standards, boosting customer engagement and operational agility, resulting in a 100% surge in product usage and 80% improvement in data-driven decision-making efficiency.
- Modernized data infrastructure, advancing organizational data management strategy and enhancing customer experience, resulting in a 100% increase in product usage via feedback-driven improvements.
- Facilitated a cross-functional team to deliver on time project goals and roadmaps, integrating vehicle data into our data building strategy, supporting update campaigns, advancing data reliability, fidelity, and integrity to 99%.

Technical Product Manager/Technical Program Manager, Global Expansion.   09/2022 – 02/2024

Fostered collaboration with finance and Legal Corpdev teams, resolving billing and contract renegotiation, successful yearly contract creation, submission and procurement, thereby improving operational efficiency and stakeholder satisfaction.

- Orchestrated Back-office integrations to bolster product growth, ensuring alignment and communication across multiple teams, significantly shortening project delivery timelines from 2 releases a year to 1 release per month by managing and prioritizing ART requirements.

- Led the Data Migration Project, effectively transitioning partner data from Oracle to HDFS, while also successfully completing the Network Change Project to update outdated network connections with partners. These initiatives resulted in streamlined operations and improved data management practices.

Software Engineer - Vehicle Services Update Mgmt. System - Data/Delivery.   05/2019 – 08/2022

Guided the migration of Enterprise Storage Solutions (ESS), coding the conversion from parquet to ORC file formats. Developed key micro services and Spark Jobs, driving Proof of Concepts (POCs) for Data Lakes and Delta IO, advancing data management capabilities and fostering infrastructure modernization.

- Developed an Automated Test Framework in Selenium and Java, enhancing integrated E2E testing, which significantly improved productivity, code stability, and provided exponential cost benefits, marking a milestone in my successful Design For Six Sigma Black belt Project implementation.
- Led Workplace of Choice (WOC) committee. Organized and hosted various meetings and APM's. Coached and mentored new team and engineered key Python integrations that considerably reduced the team's work timeline.
- Developed UI Screens using Angular JS, React Native, Type Script and Java. Initiated load/performance testing. with SOAP, JMETER, JSR23 used. Automated testing for all Campaign types using Ready API and Groovy scripting Managed PCF environment with 40 microservices.

Java Developer/Operations - Test Data Initiative (TDI)/ASE – Performance   06/2016 – 04/2019

Engineered comprehensive backend and frontend solutions using Struts, MVC, Hibernate, SQL, Java FX, JUnit, Spring, JavaScript, HTML, XML, DHTM, Gherkin, and Cucumber, leading to the successful rollout of new test environments in TDI, enhancing project delivery efficiency.

- Spearheaded the development and implementation of Sales Force APIs and GMOC Unified API's, incorporating robust security measures across 54 APIs, which significantly reduced system vulnerabilities and fortified data integrity.
- Directed operations for ASE/TDI, achieving an unprecedented 99.99% availability rate, and managed user access for over 1600 users, streamlining asset management processes and improving operational reliability.

Education

Masters in Business Administration
Gies College of Business- University of Urbana Champagne- incoming student
Diploma in Electronic Commerce
ApTech. Mumbai, India
Honors Diploma in Software Technology & Systems Management
National Institute of Information Technology. Mumbai, India
Bachelor of Science (BS)
University of Mumbai, India

Professional Development

ServiceNow IT Leadership Professional Certificate- ServiceNow	December 2024
SAFe POPM - Scaled Agile Inc	October 2022
SAFe DevOps Practitioner – Scaled Agile Inc	August 2022
SAFe Practitioner - Scaled Agile Inc	June 2022
Design for Six Sigma Black Belt Certification	April 2020
Design for Six Sigma Green Belt Certification	April 2019
Sun Certified Web Component Developer for Java2 Enterprise Edition - Oracle	August 2002
Sun Certified Programmer for Java2 Platform - Oracle	November 2000