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| **ANANDITA GUPTA Technology and Product Executive**  +91 6364021901 / +1 9848103780 ananditagupta@gmail.com |
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| **Technology and Product executive with 19 years of cross-industry global experience** in leading **technology** **strategy**, **enterprise-scale digital transformation, and product innovation across diverse industries**. Proven track record of delivering enterprise-scale solutions that drive revenue growth, enhance user experience, and optimize operations. Seeking leadership positions in India. |

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| **Core Competencies**  Digital Transformation  **-------------------------------------------------------------**  C-suite Advisory  **-------------------------------------------------------------**  Strategic Data Management  **-------------------------------------------------------------**  Scaled Agile Framework (SAFe) Implementation  **-------------------------------------------------------------**  Product Development/SDLC  **-------------------------------------------------------------**  Customer Experience Enhancement  **-------------------------------------------------------------**  Enterprise Re-design  **-------------------------------------------------------------**  Cloud Migration Strategies  **-------------------------------------------------------------**  Business Process Optimization  **-------------------------------------------------------------**  Complex Delivery  **-------------------------------------------------------------**  Setting up Centers of Excellence (CoE)  **-------------------------------------------------------------**  Technology Modernization Approaches  **-------------------------------------------------------------**  People Leadership  **-------------------------------------------------------------**  Service Delivery Management  **-------------------------------------------------------------**  **Publications**   * Key benefits of industry-disruptive, Cloud-based Group Benefit Platform, IBM-publication * How technology can help manage rising Healthcare costs in US, IBM publication * Beyond Automation: GenAI's Transformative Power in Group Insurance | **Profile Summary**  **Leadership**: Spearheaded multi-million-dollar digital transformations across **Strategy, Product Innovation, and Digital Transformation** driving enterprise value through scalable tech solutions.  **-----------------------------------------------------------------------------------------------------------Executive Advisory & Tech Strategy**: **Trusted advisor to C-suite leaders** on aligning business goals with cutting-edge tech solutions driving competitive advantage and innovation  **-----------------------------------------------------------------------------------------------------------Digital & Data Transformation**: **Modernized legacy** ecosystems, built next-gen **data platforms**, and delivered **intelligent workflows** that improved **efficiency**, **agility**, and **cost performance**  **-----------------------------------------------------------------------------------------------------------End to End Product Leadership**: Spearheaded full **product lifecycle** – from **strategy** and **design** to **scaled delivery** – leveraging **modern tech stacks** and GenAI to launch user-centric, revenue-generating platforms  **-----------------------------------------------------------------------------------------------------------Innovation & Execution**: Built and **scaled Agile/SAFe teams** to drive innovation and execution speed in complex, dynamic environments; enabled **CoEs** and **global delivery** hubs  **-----------------------------------------------------------------------------------------------------------People Leadership**: Recruited, mentored, and retained **diverse global teams** with high morale and low attrition, fostering a culture of excellence and continuous learning.  **-----------------------------------------------------------------------------------------------------------Delivery Excellence**: Oversaw portfolios totaling **$850M+ annual revenue** and **1,100+ consultants**; delivered high-impact programs across geographies with consistent quality and client satisfaction  **Education**  **2006: Masters in Business Administration,** Institute of Management Technology, Ghaziabad    **2004**: **B.Tech. in Mechanical Engineering,** National Institute of Technology, Patna  **Career Timeline**  **Personal Details**  **Languages Known:** English, Hindi, Spanish  **Address:** Bangalore, India  **Visa Status:** B1/B2 Visa till 2029 |
| **Work Experience**  **Oct 2007 – Present, IBM India & USA**  **Associate Partner & Top 2 Account Leader | 2022 – Present**   * **Spearheaded the design, development, and delivery of digital products and solutions** , leveraging expertise in product management and cutting-edge technologies (Cloud, Automation, AI, ML, Gen AI) to drive business value and innovation resulting in a **25% increase in customer engagement and a 35% increase in revenue.** * **Defined and executed a product roadmap** that resulted in a **40% increase in market share and a 20% increase in customer satisfaction.** * **Directed the strategy, design, and delivery** of a real-time data product to track 250+ products across 5 business lines, ensuring regulatory compliance using Snowflake, Tableau, Python, and Airflow. * Pioneered the adoption of Generative AI, developing and implementing cutting-edge AI use cases that saved costs by automating claims processing (**70% reduction in manual effort**), implementing predictive analytics for risk assessment (**30% reduction in false positives**), and developing AI-powered chatbots for customer support (**40% reduction in support tickets**). * Developed and executed the **data and analytics strategy** for a leading insurance client, **driving cost optimization and performance gains across hybrid infrastructure.** * **Built and managed cloud-native data platforms** across AWS, Azure, and IBM Cloud, powering reporting, analytics, and operational systems***.*** * **Led a global team** **to modernize enterprise IT infrastructure** by migrating 20,000+ batch and EAR jobs from WebSphere to Talon and AWS, resulting in a **40% reduction in processing time and enhanced system reliability**. * **Led large-scale modernization efforts** across Snowflake, Databricks, and Iceberg, **achieving 40%+ cost savings ($12M/month) and 66%+ operational efficiency gains through strategic cloud migration and optimization.** * **Established a global COE** supporting multiple lines of business, developing and operationalizing end-to-end data solutions that ensured **real-time, accurate data availability, and improved data reliability by 38%**. * **Doubled IBM’s annual revenue from $18M to $36M+ in key accounts** and **expanded team size by 50%+** through high-impact product delivery. Additionally, **drove $10M in revenue growth through successful product launches and strategic partnerships**. * **Led 200+ consultants**, partnering with client CIOs to transform enterprise data capabilities and product engineering, resulting in $60M revenue growth.   **Senior Manager | 2018 – 2021**   * Developed a **first-of-its-kind digital product transforming MetLife’s B2B and B2C customer service operations**, delivering a seamless and scalable customer experience. Directed the development of the **cloud-based solution that accelerated growth and elevated customer satisfaction** through state-of-art UX/UI design and enhanced user experience * **Defined a 5-year product vision and strategic roadmap**, advising the CIO on initiatives projected to **drive $2.37B in incremental PFO and $82M in operational efficiencies** * Directed end-to-end **program execution, ensuring on-time delivery, effective risk mitigation, and seamless cross-functional alignment** * Spearheaded **digital transformation using AI-powered analytics, automation, and real-time insights—cutting quote-claim cycle time from 21 days to under 1 day, and quoting time from 5 days to 5 minutes** * Championed industry thought leadership by **showcasing the solution at premier CIO and CEO insurance forums,** influencing market trends * Orchestrated go-to-market strategy and advisory efforts, resulting in a **4.6/5 user satisfaction score for ease of doing business** * Recognized with **two rapid promotions for driving breakthrough innovation, adoption success, and measurable business impact**   **Manager | 2017 – 2018**  **Pfizer – Digital Marketing Transformation**   * Streamlined digital marketing workflows using Lean, AEM, and Power BI, **slashing Time-to-Market by 65% through SLA and SOP implementation** * Optimized **digital engagement strategy, boosting CTR by 30%+ via targeted content and strategic campaign delivery**   **Blue Cross Blue Shield, MN – Claims Modernization**   * **Redesigned claims operating model,** establishing a future-ready Target Operating Model that unlocked measurable business value * **Delivered $103K+ in operational profit and saved 180+ hours in Customer Service** through streamlined processes * **Reduced monthly claims issues by 70% and improved C-SAT from 4.5 to 8.2**, significantly enhancing customer experience * **Engineered a 100% outsourcing strategy, cutting $1 per claim and generating $350K in annualized savings** (65% reduction)   **Senior Consultant | IBM Consulting | 2015 – 2017**   * Successfully developed an advanced workflow analytics tool for Blue Cross Blue Shield, **reducing call handling time by 1.5% and saving $350K annually** * Automated key service processes**, boosting service levels from 40% to 91% and delivering $575K in annual cost savings** * Designed a robust payment processing and fraud detection system for Petco, **enabling $5M in fraud savings within 6 months, with $10B projected over 10 years** * **Engineered a Cognos-based ERM platform for the University of California**, digitizing risk management across 6 campuses and eliminating paper-based workflows   **Previous Experience**  **01 2007-10 2007, Protiviti India Pvt. Ltd. as** Senior Consultant – Risk Advisory  **05 2006-01 2007, Axis Risk Consulting as** Consultant – Risk Advisory | |