ANKUSH GUPTA

Technical Project Manager

SUMMARY

Experienced Technical Project Manager and engineering leader with 13+ Years of Experience with a track record of spearheading high-impact insurance technology projects, including Al-powered sentiment systems and automated workflows that double operational efficiency. Adept at team leadership, stakeholder collaboration, and agile methodologies to deliver scalable solutions aligning business goals with cutting-edge engineering practices.

EXPERIENCE

01/2023 - 02/2025

Gurugram, Haryana, India

Technical Project manager

Ooala

- Facilitated Agile ceremonies (sprint planning, backlog refinement, daily stand-ups, retrospectives) across 3–5 cross-functional teams, driving continuous product improvement and stronger cross-team collaboration.
- Championed Agile mindset through coaching, improving delivery efficiency by 15% and ensuring timely, highquality outcomes for insurance projects in Thailand.
- Cut manual policy renewal efforts by 80% by leading workflow design with email parsing, Google Cloud Vision, and OpenAl integration.
- Led Agile delivery of an Al-powered sentiment analysis system with LangChain, GPT-4, enabling real-time insights and reducing partner churn by 20% through monitoring.

07/2020 - 01/2023

Gurgaon, Haryana, India

Senior Manager

Niva Bupa Health insurance

- Directed end-to-end delivery of a custom CRM system for the Telesales team, boosting operational efficiency by 40% and optimizing lead conversion workflows.
- Managed integration of Asterisk and third-party platforms to unify lead management, improving data consistency and reducing operational costs by 40% through streamlined processes.
- Championed the development of a Rule Engine to automate underwriting processes, increasing operational efficiency and reducing turnaround time by 30%, enhancing decision-making for policy issuance.

09/2018 - 06/2020

Gurgaon, Haryana, India

Senior Technical Associate

PolicyBazaar.com

- Architected and managed the development with team of 2 engineers of an OPD insurance product for Policy bazaar, ensuring smooth healthcare access.
- Incorporated the OPD insurance solution with 1 Insurer, enabling seamless policy issuance, claims processing, and policyholder management.
- Modeled secure payment modules for premium collection, reducing third-party gateway costs by 25% and optimizing transaction efficiency.

07/2016 - 08/2018

Betterwealth

Jaipur Area, India

Betterwealth Advisers

Senior Software Engineer

- Programmed scalable automated transaction management systems with 3 Additional Features: Additional Purchase, Switch In and Switch Out
- Design and Develop API Integration with 2 RTA (CAMS and KARVY)
- Formulated auto reconciliation process for 1000+ users across all insurers
- Develop Automation Process for MIS Report (Transaction Reverse Feed) from 2 RTA

01/2016 - 06/2016

Jaipur, India

Technical Analyst

OnGraph Technologies Limited

- Implemented several Modules like Vacation Tool, Invoice Management with team of 2 $\,$

10/2014 - 10/2015

Jaipur Area, India

Software Engineer

Retina Software Pvt. Ltd

- Enhanced modules for downloading logs (Call Logs, SMS Logs, WhatsApp Logs) for iPhone, iPad, enhancing data retrieval efficiency by 20%
- Built a user interface module with advanced validation mechanisms, reducing errors by 20% and improving user experience

02/2011 - 10/2014

Noida, Uttar Pradesh, India

Software Engineer

HCL Infosystem Ltd

- Programmed several Modules like Billing with several Categories, Consumer Bill & Report Print, Data Download and Upload from Spot Billing Machine to PC, Report Generation, which covers banking services by 30%
- Developed Modules for Hand Held Terminals with Validations on UI and Data push to USB which increases productivity of field personnel by 20%

KEY ACHIEVEMENTS



Process Automation Success

Achieved 80% reduction in manual workflow effort for motor policy renewal.

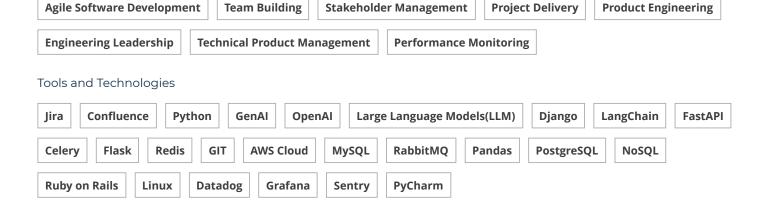


CRM System Enhancement

Delivered 40% increase in CRM operational efficiency with custom Telesales integration.

SKILLS

Industry Knowledge



PROJECTS

AI-Powered Sentiment Analysis System

- · Directed end-to-end delivery of a real-time sentiment and churn prediction engine integrating Chatbot webhooks, third-party Chatbot APIs, and OpenAl LLMs, enabling proactive customer engagement.
- Architected API integration pipeline for real-time conversations, improving data collection efficiency by 30% and ensuring seamless flow into NoSOL data stores for high-performance access.
- · Managed prompt design, automation, and dashboard integration for Ops and QA teams, providing real-time visibility into customer behavior and reducing churn risk.

Automation of Email-Based Insurance Renewal Processing

- · Orchestrated end-to-end workflow from email ingestion to system-level processing, integrating Google Cloud Vision API for automated PDF text extraction.
- · Designed prompts and managed API interactions with OpenAI LLMs to enable intelligent document interpretation and decision support.
- · Directed logic implementation for auto-generated packages, one-click approval flow, and coordinated testing, validation, and deployment with Ops

STRENGTHS



Engineering Leadership

Expert in engineering leadership and project delivery with a strong ability to balance hands-on coding with strategic planning



Agile Project Management

Expert in Managing end-to-end project delivery using Agile methodologies, ensuring iterative development, continuous feedback, and timely releases



Team Mentorship Skills

Expert in leading agile teams of up to 12 engineers, fostering collaboration and technical excellence through regular code reviews, goal-setting, and one-on-one mentorship.

EDUCATION

08/2006 - 05/2010

Bachelor of Technology **Rajasthan Technical University**

Jaipur