ANKUSH GUPTA

Software Engineering Leader

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📍 Gurgaon, Haryana, India

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SUMMARY

Technical Project Management professional with 13 years of experience in software engineering and product development, expert in engineering leadership and agile project management. Key achievements include developing an AI-powered sentiment analysis system reducing agent churn by 20% and programming a motor policy renewal workflow that reduced manual effort by ~80%. Seeking a Technical Project Manager position at Qoala where I bring my software engineering and product development skills to support company's mission.

EXPERIENCE

Technical Project manager | Lead Software Engineer

Qoala　📅 01/2023 - 02/2025　📍 Gurugram, Haryana, India

- Directed the development of an AI-powered sentiment analysis system leveraging LangChain, Chatwoot, and OpenAI GPT-4. Enabled real-time chat insights and contextual analysis through LLMs, resulting in a 20% reduction in agent churn via real-time behavioral monitoring.
- Led the design and implementation of a motor policy renewal workflow, integrating email parsing, PDF extraction with Google Cloud Vision, and OpenAI for structured data transformation. Streamlined operations for the Ops team, reducing manual efforts by approximately 80% through one-click policy activation.
- Managed agile project execution for key insurance product initiatives across Thailand, overseeing sprint planning, backlog grooming, and progress tracking across 3 to 5 cross-functional teams, ensuring timely and high-quality delivery.
- Supervised a team of 9 software developers, providing technical direction, mentoring, and continuous support to maintain alignment with delivery timelines and engineering excellence.
- Maintained a hands-on approach in product development, contributing to critical features and enhancements for motor insurance workflows, which directly contributed to doubling BAU revenue.
- Facilitated code quality and architectural integrity by conducting code reviews and offering technical guidance to 6 backend developers, ensuring alignment with best practices and maintainability standards.

Senior Manager

Niva Bupa Health insurance　📅 07/2020 - 01/2023　📍 Gurgaon, Haryana, India

- Oversaw the end-to-end delivery of a custom CRM system for the Telesales team, increasing operational efficiency by 40% and significantly improving lead conversion processes.
- Integrated Asterisk and third-party platforms to unify lead management, improving data consistency and reducing operational costs by 40% through streamlined workflows.
- 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.

SKILLS

Industry Knowledge

Team Building　Project Delivery

Engineering Leadership　Product Engineering

Performance Monitoring

Agile Software Development

Technical Product Management

Stakeholder Management

Tools and Technologies

Python　Django　GenAI　OpenAI

Large Language Models(LLM)　LangChain

Retrieval-Augmented Generation(RAG)

Celery　VectorDB　Redis　GIT

AWS Cloud　MySQL　RabbitMQ

Pandas　NumPy　JavaScript

PostgreSQL　NoSQL　Ruby on Rails

Linux　Datadog　Grafana　Sentry

Jira　Confluence　Pycharm

PROJECTS

AI-Powered Sentiment Analysis and Churn Prediction

Engineered a real-time engine that integrates Chatwoot APIs and OpenAI LLM to analyze customer conversations for sentiment and churn prediction. Results are stored in MySQL and used by Ops/QA for proactive customer engagement.

- Architected the Chatwoot API integration pipeline to collect real-time conversation data
- Engineered prompt tuning and response handling for OpenAI LLM
- Prepared the MySQL schema to store conversation metadata, sentiment, and churn scores
- Automated the data flow and made it accessible for QA and Ops dashboards
- Conducted testing for scoring accuracy and system reliability

EXPERIENCE

Senior Technical Associate

PolicyBazaar.com   📅 09/2018 - 06/2020   📍 Gurgaon, Haryana, India

- 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.

Senior Software Engineer

Betterwealth Advisers   📅 07/2016 - 08/2018   📍 Jaipur Area, India

- 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

Technical Analyst

OnGraph Technologies Limited   📅 01/2016 - 06/2016   📍 Jaipur, India

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

Software Engineer

Retina Software Pvt. Ltd   📅 10/2014 - 10/2015   📍 Jaipur Area, India

- 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

Software Engineer

HCL Infosystem Ltd   📅 02/2011 - 10/2014   📍 Noida, Uttar Pradesh, India

- 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%

EDUCATION

Bachelor of Technology

Rajasthan Technical University   📅 08/2006 - 05/2010

PROJECTS

Automation of Email-Based Insurance Renewal Processing

Orchestrated the end-to-end motor policy renewal process by reading insurer emails, extracting PDF data via Cloud Vision OCR, structuring it through OpenAI LLM, and generating review-ready renewal packages with one-click approval.

- Orchestrated the entire workflow from email integration to system-level ingestion.
- Integrated Google Cloud Vision API for PDF text extraction.
- Designed prompts and handled API interactions with OpenAI for LLM processing.
- Built logic to auto-generate temp packages and enable one-click approval flow.
- Coordinated testing, validation, and deployment of the solution with Ops team.

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.