ANKUSH GUPTA

Technical Project Manager

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📅 24-Aug-1987 🏳 Indian

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 AI-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

Qoala

- 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, high-quality outcomes for insurance projects in Thailand.
- Cut manual policy renewal efforts by 80% by leading workflow design with email parsing, Google Cloud Vision, and OpenAI integration.
- Led Agile delivery of an AI-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

Jaipur Area, India

Senior Software Engineer

Betterwealth Advisers

- 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

| Agile Software Development | Team Building | Stakeholder Management | Project Delivery | Product Engineering |

| Engineering Leadership | Technical Product Management | Performance Monitoring |

Tools and Technologies

| Jira | Confluence | Python | GenAI | OpenAI | Large Language Models(LLM) | Django | LangChain | FastAPI |

| Celery | Flask | Redis | GIT | AWS Cloud | MySQL | RabbitMQ | Pandas | PostgreSQL | NoSQL |

| Ruby on Rails | Linux | Datadog | Grafana | Sentry | PyCharm |

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 OpenAI LLMs, enabling proactive customer engagement.
- Architected API integration pipeline for real-time conversations, improving data collection efficiency by 30% and ensuring seamless flow into NoSQL 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 teams.

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
Jaipur

● Bachelor of Technology
Rajasthan Technical University