SHIVANG GUPTA

Product & Strategic Management | Algorithm Designing and Data Management

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EXPERIENCE

Policybazaar - Softbank's vision fund member and Asia's largest online Insurance marketplace

Head of Analytics & Data Products - CX and Issuance

📅 Sept 2020 – currently working 📍 WFH & Gurgaon, India

- Managing a **12 member business analytics and product team**, owning the data strategy and insights for establishing industry best CX.
- Product Owner of **insurer interaction system, performance management system, customer excellence portal and revamping ticketing system**
- Driving **WBR and RAM meeting with the PB leadership, insurer and third party teams** to design and develop strategies for improving the Issuance% and CSAT.
- Driving **targets, incentive, vouchers along with resource utilization** and other scheme payout plans for the customer relation team and customers.
- **Headed the data modelling**, worked on incentive prediction calculator, ticket resolution time prediction, issuance prediction, customer profiling, etc.

Noon - Market leader and fastest growing multi billion dollar e-commerce in MENA region.

Sr. BI Engineer & Product Owner (Group Strategy Office)

📅 April 2018 – Sept 2020 📍 Dubai, UAE

- Owning the design and reporting of 100+ business efficiency, growth metrics working with CXOs, Strategy & Planning and PMO team(s).
- Product Owner for **PC1 governance framework**, which helped in **increasing the PC1 by 700+ bps at group level b/w Q4'19 and Q1'20**.
- Product Owner of **business performance, assortment Intelligence and strategic partnership** with Alshaya and Unioncoop.
- Launching and leading analytics from scratch for **pricing & commercial** functions and new venture(s) like daily, now-now and private label. Build the loyalty program, inventory forecasting and recommerce data models.
- **Leading campaign management reporting for the region's biggest sale - YF'19 and December sale**.
- Hiring 25+ BA(s)/ BI Engineers for multiple function.

ZS Associates

Software Development Engineer

📅 May 2016 – April 2018 📍 Pune, India

- **REVO Analytics** is ZS's end-to-end analytics solution built on Amazon web services (AWS). Initial team member, contributed as the **lead developer and later as Associate Product Manager**.
- **Javelin Field Hub** - Single stop point for javelin incentive compensation suite of software(s) for reps. Contributed as the full stack developer for the projects.

Nutrinashta

Co-Founder (Product & Digital Strategy)

📅 Sept 2015 – March 2016 📍 Gurgaon & Jaipur, India

- Nutrinashta focused on developing an entire range of healthy packed food. We reached to **300 orders/day with a net margin ∼48% monthly**.
- Built an e-commerce platform with OMS, LMS and Stock management system with a team of 3 engineers.

PRACTICE

Agile Framework and Gemba Kaizen

Stakeholder Management

Framework/ Process Design and Development

Descriptive & Predictive Analysis

Product Mindset & First Principle Thinking

STRENGTHS

Product vision and strategy

Building and managing product roadmap

User feedback on UX and features

Negotiating timelines

JIRA, Yourtrack & Confluence

Designing and tracking Key success metrics

Product requirement & RCA Documentation

Metadata Management & Statistical Modelling

Data Mining , Visualization & Machine Learning

Python, R , SQL & Shell scripting

numpy, pandas, SciPy, matplotlib, statsmodels

PowerBI, GoogleDataStudio & AWS Quicksight

Excel, Powerpoint, data.io & Zeplin

Airflow, BigQuery, Colab & Jupyter Notebook

EDUCATION

B.Tech in Computer Science Engineering
LNM IIT (CGPA - 8.15/10)
📅 June 2012 – June 2016

High School Graduate
St. Anslems (92.6%)
📅 2012

Middle School Graduate
St. Anslems (CPI - 10/10)
📅 2012

HONOR

Change Maker - Yellow Friday
Noon.com (Bandido of the day)
📅 2018

QUEST Innovation Challenge
ZS Associates (Winner & Mentor)
📅 2016 & 2017