SHIVANG GUPTA

Sr. Manager Analytics & Product | Decision Intelligence and Product Management

@ creatorvision03@gmail.com ☏ +919665049125 ⊕ +971585972125 ⚲ India in linkedin.com/in/shiv0304/

EXPERIENCE

Policybazaar - Softbank's vision fund member and India's largest online Insurance aggregator and facilitator

Sr. Manager | Head of Analytics and BI - Service & CX

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

- Managing a **11 member Business and Product analytics team**, owning the data and strategy for establishing industry best customer experience for our service business.
- **Product Owner for API Integration** with Insurer & TPAs.
- **Driving WBR and RAM meeting with the leadership** to design and develop strategies for improving the Issuance% and CSAT. Working on building a framework for pre & post decision experience.
- **Heading targets, incentive & voucher scheme design along with resource utilization**, etc for the CRT Operations.
- Heading data products and modelling. Owning - Issuance propensity model, Auto-QC framework, SLA escalation workflows and Customer Excellence Hub & Insurer Interaction portal

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

Sr. BI Engineer (Group Strategy Office)

📅 April 2018 – Sept 2020   ⚲ Dubai, UAE

- Owning the design and reporting of 100+ business efficiency , growth metrics working with CXO and Strategy & Planning and PMO team(s).
- **Assortment Intelligence** - leading the brand completeness and selection design which improved our assortment index by 35% and coverage to 96%.
- Designing & Driving PC1 governance framework which helped in **increasing the PC1 by 700+ bps MoM at group level for Q4'19 and Q1'20**.
- Leading the BI for **the region's biggest sale - YF'19**.
- Launching and leading analytics from scratch for Pricing & Commercial functions and new venture(s) like daily, now-now. Build the loyalty/VIP program, Inventory forecasting and recommerce data models.
- Hiring 25+ BA(s)/ BI Engineers for multiple function across all the offices.

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), Cloud and Big data technologies that integrate with ZS knowledge assets along with the ability to apply ML algorithms.
- **Javelin Field Hub** - Single stop point for javelin incentive compensation suite of software(s) for reps.
- **Outsystem Widget Team** - built low code enterprise solutions for IC function.

Nutrinashta

Co-Founder (Product & Platform)

📅 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 2.

PRACTICE

- Data strategy and governance
- Agile Framework- JIRA and ASANA
- Framework/Process Design and development
- Descriptive and Predictive Analysis
- Product Mindset and First Principle Thinking

STRENGTHS

- Statistical Modelling
- Machine Learning
- Data mining and visualization
- Exploratory Data Analysis
- Python, R , SQL, Javascript and JS Libraries
- numpy, pandas, SciPy, matplotlib, statsmodels
- PowerBI, Google DataStudio & AWS Quicksight
- Tableau & Excel | GCP and AWS
- Powerpoint & Data Flow Design
- Airflow and Jenkins | Shell
- Feature Engineering, Bayesian Forecasting
- BigQuery, Athena, 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 (Mentor)
📅 2017

QUEST Innovation Challenge
ZS Associates (Winner)
📅 2016