VARUN GUPTA

Focused and **Outcome-driven** professional with a decade long industry experience:
- Managing Global **Customer Relationship** – Public/Private Sector Orgs
- Executing **Large** and **Complex** programs with consolidated **PV of >50 Cr. INR**
- **Developing new business** with **new WINs and business Pipeline >200 Cr.**
- Strong **Domain experience** - SCM, F&A, eCommerce, and other Digital Transformation initiative
- Blend of Solution, Technology & Commercial experience

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Profile Summary

- **Successfully led 15+ projects globally** for various Public/Private Orgs, maintaining a healthy margin of 30-50% through effective governance, planning, stakeholder communication and team utilization **(Awarded Star Performer multiple times)**
- **Built & led large high-performing teams with size of 50-80 members from grounds up (Awarded Best Coach)**; enhanced morale, facilitated cross-group collaboration, and ensured staff development & talent management
- **Played key role in developing the new business worth ~70 Cr**. in last 3 years, including major 3 banks in India and built a business pipeline worth 120+ Cr., executing business unit strategy to penetrate BFSI sector
- **Established & maintained strong alliances/relationships** with strategic accounts at VP, Sr. Mgr and Leadership level for business expansion and customer satisfaction
- **Led the team to develop multiple proprietary solutions (strategic in nature)** across multiple domains – SCM, F&A, eCommerce, and other digital Transformation initiatives, increasing the revenue through deployment for more than 12 customers globally
- **Rendered Consultancy during RFPs/RFQs and proactive deals** towards solution architecture, functional/technical responses, commercials, efforts etc., and representing the team during bid defence meetings; On an avg. 30+ such active deals

Management Core Competencies

☐ Client Relationship
☐ Stakeholder Management
☐ Delivery Management
☐ Program Execution
☐ Pre-sales/Business Development

Technical Core Competencies

☐ Solution Design
☐ Technical Architecture
☐ Business Analytics
☐ Cloud Based Solutions

Education

Indian Institute of Management – Ahmedabad (IIMA)

Master's in management for Executives (MBA equivalent) – To be completed in 2021

Gujarat University

Bachelor's in Engineering – Electronics and Communications – Completed in 2010

Organizational Experience

Current Employer - TATA Consultancy Services

Sept 2010 – Till Present

Program Manager (Primary Role) 2016 – Present

Mar' 21 Onwards

Managing large and complex **eCommerce Marketplace Aggregator Platform** for **Largest Public Sector Bank in India**. Platform is envisaged to serve Bank's corporate customers as buyers and MSME industry as sellers. Project is of key importance and is **monitored by Bank's Chairman and TCS COO weekly**

Key Highlights

- TPV ~50 Cr., Managed services including TCS Solutions , Google Analytics, Azure Cloud hosting and Agile Delivery with MVP launch in 16 weeks
- Played Key role during the bid stage to design, build the overall solution and bid defence, resulting in the WIN against major competitors and established COTS products
- Currently, owning the end to end delivery of the TCS platform, liaise with multiple TCS team (Account, Cloud, Security, Assurance etc.) to ensure timely delivery

Dec' 19 Onwards

Managing sensitive **program of National importance** – Investment Marketplace Platform for **Govt. of India undertaking** Organization. Platform showcases all the **Investible Opportunities in the Nation for Global Investors** and promoted by **Indian Private and Public promoters**. Project is of key

importance and is **monitored by Ministry of Finance and PM Office**

Key Highlights

- TPV ~10 Cr., Managed Services including TCS Platform, Private Cloud hosting and Agile delivery
- Launched National Infrastructure Pipeline (NIP) (New Monitoring Portal) in Aug'20 by **Hon'ble Finance Minister of India covered by many leading media houses and publications**
- Grew the account from ~2 Cr. to ~10 Cr. i.e.,**5 times in 2 Years** through proactive pitching and clear understanding of their core business.
- Nominated for Contextual Master – TCS acknowledgement of customer success stories

Sept'16 Onwards

Managing large program including multiple projects in partnership with TCS BPS units to jointly develop solutions and position them as accelerators to complement the outsourcing service deals by providing differentiators against the competition and reducing the overall TCO for customer and thereby increasing the winnability for TCS

Key Highlights

- Designed and led the team to develop multiple Products across domains like SCM, P2P, Vendor Portal, Cash Application, Month End Tracking
- Started the development unit in 2016 with 10+ fresh trainees and scaled the same portfolio to 70+ professional , commissioning 5 solutions and deploying it for 12 customers till 2018
- Awarded Best Coach and Star Performer multiple times during the period

Business Development (Additional Role)

Sep'17 Onwards

Managing additional responsibility to **develop new business opportunities**, collaborate with key customer stakeholders (Heads, Sr. Managers, Directors etc.) for their **requirements, pain areas and propose suitable solution** meeting their requirements. Participate in the project start-up, manage the customer relationship and escalations during project execution.

Key Highlights

- Spearheaded the business development team managing the India Business for the business unit
- Converted the deals worth ~70 Cr., including Top 3 Banks in India as customers
- Developed the pipeline worth 120+ Cr. for more than 30 opportunities in public/private sector
- Led the market entry strategy for the business unit, got first
  - Government Internet Banking deal with one of the Largest Private sector banks in India (Grew account 2X in 3 years post the WIN)
  - Govt. Payment Solution deal with one of the largest Private sector banks in India (Grew account 4X in 2 years post the WIN)
  - eCommerce Marketplace deal with Largest Public Sector Bank in India
  - Analytics solution deal for one of the largest DTH provider in India
- Identified strategic solutions that can be replicated for multiple customers
  - Govt. Payment solution and other banking use cases
  - Dealer Management System in Manufacturing
  - eCommerce Aggregation Marketplace for multiple sectors
  - Order Management solutions in telecom industry
  - Vendor Collaboration Platform for multiple sectors

Project Manager - 2015 to 2017

Account - Large Municipal Corporation, India

- **Understood requirement** gathered by functional team, **designed solution to meet the requirement** & reduce end customer pain areas, and **planned & scheduled project to meet the Go Live expectations**
- **Managed resource planning** at various stages in the project - Inducting new resources, grooming and managing releases
- **Drove risk identification & mitigation plans**; facilitated communication with key stakeholders of project for collective decision-making
- **Handled project audits** by business heads on various project parameters such as delivery, payments, efforts, margin etc

Functional Consultant (Onsite, UK) - 2014 to 2015

Account - Large Council in UK

- **Conducted meetings with the customers** and understood requirements, developed requirement specification document, and obtained sign-off from customer
- **Designed solution** to meet the requirement in alignment with the business process
- **Assisted Delivery Team** to understand the requirements
- **Created user acceptance** and obtained sign-off from customer
- **Prepare GO LIVE communications** and finalized post GO LIVE support requirements

Module Leader – 2012 to 2014

Account - Large State in India

Developer – 2010 to 2012

TCS Proprietary products and multiple projects

Awards and Recognition

- Recipient of **team awards** consistently for three years for delivering project milestones well before time with quality **in FY'14, 15 and 16**
- Recipient of **Service and Commitment award** twice for completing service milestones in the company **in FY'14, 16 and 21**
- Recognized as the:
  - **Star Performer** twice for managing and completing the deliveries for 2 key customer accounts in **FY'19 and 20**
  - **Recognized as Young Achiever** for strategically **starting up the development unit with 10+ fresh trainees** and upgrading the same portfolio to 80+ professionals with 5 product completion and 2 customer deliveries executions completed **in a span of 1.5 years**
  - **Best Coach** for training more than 50 young and dynamic trainees
  - **Top Performer** throughout the tenure with consistent track record and top in company ratings
- **Nominated for Contextual Master** – TCS acknowledgement for inspirational success stories

Technical Details

- **SDLC:** Waterfall and Agile modes of Implementation
- **Architecture:** Solution and Technical architecture design and implementation
- **Platform & Technologies:** Java, Angular and other UI Frameworks, API - REST, SOAP, Microservices Architecture, Cloud Technologies
- **Software:** Well versed with MS Office (Excel, PPT & Word)
- **Domains**: B2B/B2C eCommerce solutions, SCM, P2P, R2R, OtC, Finance & Accounting, CRM, Vendor Portal, HR & Payroll, Digital Transformations, Government to Business Portals
- **Knowledge about:** Intellectual Property Safeguard and Assessment, Business Analytics (AI/ML), Web Analytics (Google Analytics)

Certifications

- PRINCE2 Certified Foundation and Practitioner
- TCS Certified Software Estimator – Certified Reviewer
- TCS Certified Technical Architect – Certified Reviewer TOGAF Principles
- Certified in Agile way of working – TCS Internal

Personal Details

Date of Birth: 29th September 1989;

Languages Known: English, Hindi, and Gujarati;

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