

# Subroto Mukherjee

## Technical Program Manager

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### Summary

Technical Program Manager with 20+ years of experience leading global digital transformation programs across retail, telecom, finance, and public sector domains. Proven ability to scale engineering teams (200+), deliver complex multi-geo programs (up to \$2M+), and drive business outcomes through cross-functional leadership, pre-sales strategy, and agile delivery. Track record includes first-of-its-kind Headless Commerce and Micro-Frontend implementations for Fortune 500 clients across ANZ and EMEA regions.

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### Core Skills

- **Program Management:** Agile Delivery, Risk Mitigation, Roadmap Planning, Governance, PNL.
  - **Technical Leadership:** Solution Architecture, DevOps, Microservices, Scalable Systems.
  - **Team Leadership:** Hiring, Mentoring, Cross Functional Collaboration.
  - **Stakeholder Management:** Customer Engagement, C-Suite Alignment, Pre-Sales Strategy.
  - **Technology Stack:** React, Next.js, Spring Boot, GraphQL, AWS (Amplify, Cognito, CodeBuild), VTEX, Angular.
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### Key Projects

#### Nuix Digital Forensics Platform (Australia)

Led a \$2M digital transformation for an AI-powered forensic investigation tool using React + MUI. Delivered 40% efficiency gain and enabled adoption across ANZ law enforcement agencies.

#### Omantel Marketplace (Middle East)

Designed and shipped a full-scale B2B2C marketplace using VTEX, AWS, and Next.js. Launched MVP in 5 months with 100+ vendors onboarded in

the first release cycle.

#### **Telefonica**

Contributed in converting a \$10M RFP to a \$40M winning deal by driving the Technical Pre-Sales team and architecting the first Micro-Frontend platform in Born/TechMahindra.

#### **Bank of Ireland Loan Origination Suite**

Replaced legacy loan processes with a digitized portal built on Angular + Spring Boot. Reduced manual processing time by 60%, leading to faster loan approval cycles.

#### **Airbus Fleet Management Suite**

Transformed the Airbus Fleet Management suite using modern web standards using Angular along with dotNet MVC, creating a completely decoupled system that led to a faster MVP Milestones which improved the efficiency of the existing system by 65%.

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## **Experience**

### **TechMahindra | Technical Program Manager**

March 2020 - PRESENT | Gurgaon/Bangalore

**Clients:** NUIX, Suncorp, Hitachi, Telefonica, AdityaBirla, Bank of Ireland, Omantel, Saudi Aramco, Changi Airport.

#### **Key Responsibilities:**

- Led digital program delivery and engineering execution across ANZ, managing cross-functional teams across frontend, backend, DevOps, and QA.
- Defined and governed technical roadmaps for headless commerce, marketplace platforms, and AI-led forensic tools.
- Owned end-to-end client relationships, delivery quality, and risk management for multimillion-dollar programs.
- Acted as a bridge between technical teams and business stakeholders, ensuring alignment on delivery goals, timelines, and KPIs.

#### **Major Programs Delivered:**

- **Nuix Digital Forensic Platform (Australia):** Oversaw the digital

transformation of a forensic investigation platform using React, MUI, and AI toolchains.

- **Omantel Marketplace (Middle East):** Delivered an Amazon-like eCommerce platform using Next.js, VTEX, AWS Amplify — launched MVP in under 6 months, enabling vendor onboarding across Oman.
- **Neom Event & Hospitality Platform:** Built unified booking and event interfaces using React Native + Spring Boot; optimized for multi-device access with 99.9% uptime SLAs.
- **Bank of Ireland Loan Origination Suite:** Digitized loan/mortgage workflows using Angular + Springboot + AWS. This reduced manual processing time by 60%.
- **Aditya Birla SuperApp:** Spearheaded the architecture and delivery of Born/TechMahindra's first multi-brand retail headless commerce platform.

#### **Notable Achievements:**

- Scaled a successful MVP into a multi-year \$2M program by exceeding client KPIs and accelerating feature delivery by 40%.
- Achieved 85%+ RFP-to-deal conversion rate through consultative pre-sales leadership.

#### **Sopra Steria Ltd | Senior Architect**

August 2017 - March 2020 | Noida

- Standardized technical processes for Airbus fleet management solutions.
- Led architecture and presales for European Patent Office (EPO), EUIPO.
- Delivered digital transformation solutions across Europe region.

**Key Clients:** Airbus, European Patent Office

#### **Notable Achievements:**

- Built teams for Sopra's Benelux client engagements.
- Co-Located with European Patent Office's Technical team in Riswijk Netherlands for the Digital transformation of their patenting process.
- Personal appreciation from the CIO of the European Patent Office on achieving 100% on-time deliveries and customer satisfaction.
- Preferred Tech panel of Airbus Technical Team.

## **Publicis.Sapient | Manager XT (Architect)**

June 2013 - July 2017 | Gurgaon

**Key Clients:** Coke, Lloyd's Bank, Barclay's, Boston Consulting Group, Sydney Opera House, Taj Hotel Group, Marriott Hotels.

- Directed technical deliveries for high-profile clients.
- Focused on creating scalable architectures and driving cross-functional collaboration.

## **EARLY CAREER**

- **Tata Interactive Systems** – Technical Architect | 2012–2013 | Mumbai
- **Pyramid Consulting** – Project Lead | 2009–2012 | Noida
- **Infospectrum** – Consultant (Project Lead) | 2009 | Nagpur
- **NIIT Ltd** – Project Lead | 2007–2008 | Delhi
- **Greenfield Online** – Sr Software Engineer | 2004–2007 | Gurgaon
- **Dept. of Creative Technologies (UK)** – Research Associate | 2002–2004 | Portsmouth, UK
- **Observe Computer** – Software Engineer | 1998–2001 | Delhi

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## **Education**

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- **MSc, Multimedia Information Systems** – University of Portsmouth, UK | 2001–2004
  - **B.Com** – University of Delhi | 1997–2000
  - **Advanced Diploma in Software Technology** – STG Intl Ltd | 1997–2000